Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Critical	High	Low	Medium	FCR Total
Workforce Services	1	18	1,976	8	2,003
	0	1	1,177	2	1,180
Customer Company Total	1	18	1,976	8	2,003
	0	1	1,177	2	1,180

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Critical	High	Low	Medium	MIR Total
Workforce Services	1	18	1,976	8	2,003
	1	0	168	1	170
Customer Company Total	1	18	1,976	8	2,003
	1	0	168	1	170

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Critical	High	Low	Medium	ATTIR Total
Workforce Services	1	18	1,976	8	2,003
	0.96	0.12	0.98	1.13	0.97
Customer Company Total	1	18	1,976	8	2,003
	0.96	0.12	0.98	1.13	0.97

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Critical	High	Low	Medium	MR Total
Workforce Services	1	18	1,976	8	2,003
	0	2	98	2	102
Customer Company Total	1	18	1,976	8	2,003
	0	2	98	2	102

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Critical	High	Low	Medium	ATTR Total
Workforce Services	1 0.96	15 1.49	1,976 2.08	8 2.47	2,000 2.07
Customer Company Total	1 0.96	15 1.49	1,976 2.08	8 2.47	2,000 2.07

Workforce Services

Detail

INC000000274615	Cindy Bertagnolli	Application	Reporting	Utah Performance Management	TIR Missed:	Yes	TIR:	56.51
Application Development	Casey Wardle	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	56.51
INC000000280412	Cliftia Johnson	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000288323	Kathy Franson	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.70
INC000000296440	Shannon Manchester	None	None	None	TIR Missed:	Yes	TIR:	27.38
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	27.38
INC000000297983	Jason Teuscher	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	268.81
INC000000298942	Sarah Tolbert	Wireless Connectivity	Performance	None	TIR Missed:	No	TIR:	0.84
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	100.75
INC000000299668	Steve L Hansen	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	70.26
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	70.26
INC000000300219	Shawn Jolley	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.39
INC000000300521	Luis Ayala	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	17.19
INC000000300961	Jode Littlepage	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000301474	Karen Conley	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.00
Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.66
INC000000301869	Jackie Nielson	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	6.44
INC000000301976	Dyann Smoot	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.57
Capitol Hosting	Curtis Parker	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	41.22
INC000000302161	Gill Johns-Young	Application	Reporting	Microsoft Office Professional 20	TIR Missed:	No	TIR:	0.83
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.50
INC000000302399	Dan Marrs	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.50
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.54
INC000000303000	Sariah Roberts	Application	Error	Utah Works Web Site	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.10

Workforce Services

INC000000303015	William Tenney	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.53
INC000000303392	Marles Oldroyd	Application	Error	Utah Works	TIR Missed: Yes	TIR:	60.97
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	61.16
INC000000303594	Mayra Gomez	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000303798	Heather Simonson	Telecom	None	Telephone	TIR Missed: No	TIR:	0.21
Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.00
INC000000303963	Amanda McPeck	Application	Error	None	TIR Missed: Yes	TIR:	5.01
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.14
INC000000303989	Kirk Olson	Application	Error	Microsoft Office	TIR Missed: Yes	TIR:	9.34
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.71
INC000000304114	Lynda Bonner	Application	Error	Utah Works	TIR Missed: Yes	TIR:	52.72
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	52.72
INC000000304145	Doug Lusty	Application	Error	None	TIR Missed: No	TIR:	0.65
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000304238	Robyn Thomas	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.18
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.65
INC000000304277	Luis Ayala	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	2.39
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.45
INC000000304607	Kaye Price	PC/Laptop	Password	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	15.57
INC000000304646	Bryan Call	Telecom	None	Telephone	TIR Missed: No	TIR:	0.06
Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000304745	Marlene Seedall	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000304771	Sergio Bernabeu	Application	Error	Collection Management System	TIR Missed: Yes	TIR:	30.46
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	30.46
INC000000304780	Tina Dunyon	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: Yes	TIR:	18.79
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	18.81
INC000000304842	Sheila Sarten	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000305065	Tricia Cox	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.02

Workforce Services

INC000000305164	Michael Wride	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.41
INC000000305174	Ronda Kelly	Application	None	None		TIR Missed: No	TIR:	0.67
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.67
INC000000305197	Valerie Argyle	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.56
INC000000305223	Molly Morehouse	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.79
INC000000305246	Verner Iglesias	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000305408	Darl Valdez	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000305554	Sharla Anderson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305555	Christopher Durbin	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305556	James Mitchell	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305564	Trish West	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305586	Amber Johnston	Application	Error	None		TIR Missed: No	TIR:	0.81
	Enterprise Security	Bart Grant	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.03
INC000000305595	Thomas Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305607	Cindy Gillespie	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000305608	April Larsen	Network	None	None		TIR Missed: Yes	TIR:	2.58
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.90
INC000000305612	Stanley Russell	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305624	Deeann Marroquin	Application	Password	eFIND/eSHARE		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000305625	Alexander Johnson	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15

Workforce Services

INC000000305630	Dan Nelson	None	None	None		TIR Missed: Yes	TIR:	6.66
	Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.19
INC000000305653	David Ashby	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.28
INC000000305670	Angie Fletcher	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000305672	Marta Polanco	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.07
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.07
INC000000305673	Crystal Beck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305677	Sandy Terry	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: Yes	TIR:	6.45
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.49
INC000000305683	Joann Wetzel	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305684	Ashley Ledbetter	Application	Error	Utah Works		TIR Missed: No	TIR:	0.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.99
INC000000305688	Dennie Tsuya	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.39
INC000000305691	Janae Parker	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	6.89
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.90
INC000000305694	Marion Davis	PC/Laptop	None	None		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000305696	Barbara Kelly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000305702	Aaron Carlsen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305704	Amber Hadley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305708	Brian Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305712	Dan Nelson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305713	Scott Taylor	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26

Workforce Services

Incident	Name	Category	Type	Item			Missed		Value
INC000000305715	Kendra Prince	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305717	Maria Hernandez	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305721	Miri Parker	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305722	Rochele Jackson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305723	Scott Taylor	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305725	Trudi B Nelson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305727	Thomas Wilson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305729	Cory Pearson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305730	Greg Paras	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000305736	Marc Wilson	Application	Reporting	None			TIR Missed: Yes	TIR:	6.21
	Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.22
INC000000305738	Dorothy Williams	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000305740	Jesse Bissegger	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000305741	Justin Fowers	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000305748	James Mitchell	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.25
INC000000305753	Jolyn Bevan	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.35
INC000000305755	Sharon Lowe	Application	Reporting	eFIND/eSHARE			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000305765	Thomas Wilson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000305778	Pam Malone	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: Yes	TIR:	6.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	12.05
INC000000305782	Jan Chumbley-Gardner	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305800	Rochelle Green	None	None	None	TIR Missed: No	TIR:	0.17
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000305801	Cassandra Pickle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000305830	Al Yardley	Application	Password	Utah Works Web Site	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000305854	Nan Powell	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000305858	Tasha Brooks	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305874	Sandra Evans	Application	Error	None	TIR Missed: Yes	TIR:	2.08
	Application Support - APEX	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.08
INC000000305875	Holly Egan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305895	Cindy Bertagnolli	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	1.29
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.32
INC000000305909	Heather Knowlton	Application	Error	Utah Works	TIR Missed: No	TIR:	0.96
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.96
INC000000305922	Perry Colette	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305931	Barbara Kelly	Application	Error	State Payroll System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000305937	Natalie Knudson	Network	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000305940	Perry Colette	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305969	Melissa Beagley	Application	Error	Utah Works	TIR Missed: No	TIR:	0.50
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000305971	Miri Parker	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000305975	Janet Howes	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services		Low	Closed	TTR Missed: No	TTR:
INC000000305977	Suzan Pixton	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000305997	Barbara Kelly	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
Application Support - CATS IV	Janice Folsom	Workforce Services		Low	Closed	TTR Missed: Yes	TTR: 19.98
INC000000306004	Debbie Sparks	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306009	Kathy Hart	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	TIR:	0.73
Voice Operations	Annette Nielsen	Workforce Services		Low	Closed	TTR Missed: No	TTR: 1.04
INC000000306025	Jeff Shockley	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.83
INC000000306026	Lynda R Myore	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.91
INC000000306029	Jeri Uresk	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Closed	TTR Missed: No	TTR: 1.33
INC000000306031	Debbie Sparks	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306048	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306059	Leora Lopez	Application	Error	Adobe Reader	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.03
INC000000306070	Gaylinn Frandsen	Application	Password	None	TIR Missed: Yes	TIR:	69.82
Application Support - EREP	David Moffitt	Workforce Services		Low	Closed	TTR Missed: Yes	TTR: 69.82
INC000000306074	Jeana Whitlock	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306075	Kathleen Leiker	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306093	Jeana Whitlock	Application	Error	PGP	TIR Missed: No	TIR:	0.00
Security	Ken Wheeler	Workforce Services		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000306101	Tom Petersen	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	1.61
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed	TTR Missed: No	TTR: 3.07
INC000000306113	Lorie Davis	Application	Password	State Payroll Time Entry Systen	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services		High	Closed	TTR Missed: No	TTR: 0.07

Workforce Services

INC000000306124	Danette Groesbeck	Application	Error	State Payroll System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49

INC000000306130	Vilma Flores	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.41

INC000000306138	Cathy Bell	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306140	Lisa A Anderson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306145	Muris Prses	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306151	Sharrif Dajany	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14

INC000000306181	Valerie Martin	Application	Reporting	Adobe Acrobat	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306189	Robyn Spongberg	Application	Error	Action Request System	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306218	Gary C Williams	PC/Laptop	None	None	TIR Missed: Yes	TIR: 10.21
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 17.55

INC000000306233	Shawn Jolley	Application	Error	Collection Management System	TIR Missed: Yes	TIR: 1.98
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.06

INC000000306252	Anita Kramer	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306265	Kristi Manseau	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306278	Patricia Oneil-Smith	Application	Error	Internet Explorer	TIR Missed: Yes	TIR: 177.38
	Campus Networking	Gary Eubanks	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 177.38

INC000000306297	Randilee Spencer	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12

INC000000306303	Anthony Kelly	Application	Error	Utah Works	TIR Missed: No	TIR: 0.31
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31

INC000000306316	Juan Flores Esmenjaud	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000306339	Debra Mace	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.47
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.35

Workforce Services

Incident	Name	Category	Type	System			TIR Missed	TIR
INC000000306348	Jon Brewer	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000306349	Kristi Manseau	Application	None	Novell GroupWise			No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000306353	Crystal Beck	Network	Password	Novell Client for 32-bit Windows			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000306377	Michelle Viertel	None	None	Utah Works			No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.08
INC000000306383	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000306384	Colleen Jamison	Application	Error	Utah Works			Yes	30.01
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: Yes	TTR: 30.04
INC000000306421	Trudy Ellis	Application	Error	eFIND/eSHARE			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.03
INC000000306434	Perry Colette	Application	Error	Novell Client for 32-bit Windows			No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.30
INC000000306455	Grazyna Janeczko	PC/Laptop	Hardware	None			No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000306465	Annie Granger	Application	Reporting	content manager			No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000306473	Barbara Kelly	Application	Error	Contributions Automated Tax Sy			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000306489	Rachael Stewart	Network	Password	Novell Client for 32-bit Windows			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000306518	Suellen Michel	Network	Password	Novell Client for 32-bit Windows			No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000306525	Alexander Johnson	None	None	None			Yes	1.91
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR: 1.91
INC000000306529	Julliana Mendoza	None	None	None			No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000306533	Amy Rindlisbacher	Application	Error	Utah Works			Yes	10.43
	Application Support - UWORKS	Troy Robison	Workforce Services	Low	Closed		TTR Missed: Yes	TTR: 10.43
INC000000306543	Linda Delaplaine	Telecom	Voice Mail	None			No	0.05
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.08

Workforce Services

| INC000000306554 | Randilee Spencer | Network | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Ron LeBaron | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000306561 | Rachael Stewart | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000306571 | Kevin Burt | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000306575 | Toni C Ansel | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000306621 | Julie Abrahamsen | None | None | None | TIR Missed: No | TIR: | 0.89 |
| Application Support - EFIND | Anhkim Le | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.89 |

| INC000000306626 | Greg Gardner | Mobile Devices | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Services | Danielle Hood | Workforce Services | High | Closed | TTR Missed: N/A | TTR: | |

| INC000000306663 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000306675 | Kimberly Reyburn | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.11 |

| INC000000306690 | Jean Fisher | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.73 |

| INC000000306694 | Mary Sue McMillan-Wong | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.25 |

| INC000000306695 | Brian Christensen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000306703 | Becky Thacker | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.29 |

| INC000000306706 | Stephanie Trappett | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000306708 | Sally J Critchlow | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000306711 | Brian Christensen | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |

| INC000000306718 | Judy H Gardner | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000306724 | Stephanie Kearns | Application | Error | JavaPC | TIR Missed: No | TIR: | 0.71 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.71 |

Workforce Services

INC000000306735	Stephanie Kearns	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.60
Metro D North Desktop Support	Neil Smedley		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.60
INC000000306740	Barbara McElhinney	Application	Error	None			TIR Missed: No	TIR:	0.16
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000306744	Linh Tran	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000306749	David Chatterley	PC/Laptop	Performance	Microsoft Windows XP Professio			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000306755	Trish West	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000306762	Helen Draper	PC/Laptop	Error	None			TIR Missed: Yes	TIR:	1.11
Metro A Desktop Support	Nancy Hachmeister		Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.18
INC000000306764	Yvette Henderson	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000306770	Janet Gale	None	None	None			TIR Missed: No	TIR:	0.37
Metro B Desktop Support	Wayne Higgs		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.79
INC000000306773	Kirsten Heaton	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000306782	Crystal Beck	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000306783	Nanette Ward	Application	Error	Utah Works			TIR Missed: No	TIR:	0.22
Metro D North Desktop Support	Neil Smedley		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.22
INC000000306785	Steven Coray	Application	Error	Utah Works			TIR Missed: No	TIR:	0.09
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.20
INC000000306788	Cliftia Johnson	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000306793	Ashley Baker	Application	Error	None			TIR Missed: No	TIR:	0.28
Metro A Desktop Support	Mike Beynon		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000306795	Margo Weeks	Application	Error	ZENworks for Desktops			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.25
INC000000306801	Grazyna Janeczko	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.12
Metro A Desktop Support	Rodney Austin		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000306808	Crystal Beck	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000306809	Mary Nay	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.72
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72
INC000000306811	Carrie Peterson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000306816	Sandra McCormick	Application	Error	Utah Works	TIR Missed: No	TIR:	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000306820	Shelly Riggs	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306822	Matthew Jacobsen	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000306823	Sandra McCormick	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000306836	Crystal Beck	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000306841	Melissa Presley	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306848	Kathy Randle	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306851	Dimang Chao	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306854	Darren Fox	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306876	Dustin Townsend	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000306879	Vickie Tiley	Application	Error	DWS Web	TIR Missed: No	TIR:	0.74
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000306885	Mandy Davis	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306895	Angel Pickett	Telecom	IP	None	TIR Missed: No	TIR:	0.09
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000306905	Crystal Beck	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000306913	Helen Shumway	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13

Workforce Services

INC000000306929	Art Cox	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306937	April Buxton	PC/Laptop	Password	Microsoft Windows XP Professi		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	6.14
INC000000306950	Stella L Salazar	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306957	Sandra McCormick	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306961	Emily Keller	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.39
INC000000306963	Sarah Tolbert	Application	Error	Content Manager		TIR Missed:	Yes	TIR:	1.14
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.48
INC000000306971	Timothy Budd	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000306994	Kimberly Johnson	None	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000307006	Lisa C Peterson	Application	Error	None		TIR Missed:	No	TIR:	0.38
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.38
INC000000307013	Stephanie Trappett	None	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000307018	Aliitasi Saumani	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000307021	Audrey M Curtis	Remote Connectivity	Performance	None		TIR Missed:	Yes	TIR:	1.18
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	7.91
INC000000307033	Scott Butterfield	Remote Connectivity	Error	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	1.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.02
INC000000307036	Andrea Henderson	Application	Reporting	Utah Works		TIR Missed:	No	TIR:	0.85
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.85
INC000000307044	Nancy Robison	Print/Copy/Scan/Fax	Error Code	DWS Capture		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000307055	Linda Delaplaine	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.07
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.71
INC000000307059	Glen Taylor	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000307102	Terri Waters	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307114	Gavin Mangelson	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000307120	Lauren Barker	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307122	Sonja Sheffer	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.96
INC000000307123	Susan Munk	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307127	Janet Butterfield	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307136	David Ashby	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.79
INC000000307144	Linda Wirtjes	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.95
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.95
INC000000307147	Vilma Flores	Print/Copy/Scan/Fax	Incident	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.87
Network Operations	Kelli Okumura	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000307149	Nancy Andrew	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.11
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.11
INC000000307154	Vilma Flores	None	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000307155	Sheryl Nisely	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000307164	Cathy Swain	Network	Performance	None		TIR Missed: No	TIR:	0.17
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	161.96
INC000000307195	James Mitchell	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000307230	Nicola Stark	None	None	Utah Works		TIR Missed: Yes	TIR:	1.26
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.59
INC000000307234	Karen Gardner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000307245	Greg Paras	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000307254	Brandon Andersen	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.37
INC000000307309	Nan Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307310	Susan M White	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000307311	Becky Chambers	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.89
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.89
INC000000307321	Sara Stoffers	Application	Error	Utah Works	TIR Missed: Yes	TIR:	20.37
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	20.37
INC000000307323	Becky Coats	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.02
INC000000307325	Chris Witney	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.07
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000307331	Norman Nakamura	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307336	Irina Pierpont	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.03
INC000000307338	Mary Silva	Application	Error	Utah Works	TIR Missed: Yes	TIR:	3.41
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.41
INC000000307345	Mary Ann Keefer	Application	Reporting	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307346	Anna Bettis	Network	Incident	None	TIR Missed: No	TIR:	0.20
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000307360	Norman Nakamura	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000307362	Susan Cottam	None	None	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000307369	Carrie Peterson	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000307374	Jodie Ward	None	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000307378	Darl Valdez	None	None	Microsoft Word	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000307390	Jan Chumbley-Gardner	None	None	None		TIR Missed: No	TIR:	0.48
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.48
INC000000307391	David Moore	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.89
INC000000307392	Michelle Ann Pierson	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307393	Jenine Wood	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307400	Forest Turner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307402	John Pace	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307413	Anthony Kelly	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307414	Dorothy Williams	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307417	Jean Sykes	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307419	Jocelyn Juber	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307421	Kenneth Martinez	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307425	Justin Whittaker	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307426	Seth Whitmill	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307429	Kari L Allen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307432	April Buxton	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307433	Sariah Roberts	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307436	Jenny Kehr	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000307437	Jeanne McGavin	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307438	Heather Sawley	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307449	Ann Stockham	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307453	Terri Waters	Application	None	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307460	Eric Bates	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000307461	Janean Justham	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307464	Emily Keller	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.10
INC000000307465	Karen Quackenbush	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.65
INC000000307466	Darren Rogers	Telecom	Call Management	Telephone		TIR Missed: No	TIR:	0.23
Voice Operations	Julie Sabato	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.81
INC000000307482	Junie Anderson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.04
INC000000307491	Verlin Christensen	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307499	Gary C Williams	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000307509	Jillian Watkins	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000307515	Dennie Tsuya	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307530	Karen Gardner	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.87
INC000000307547	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307562	Rebekah Collingwood	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000307574	Gary Newren	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307580	Sarah Tolbert	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000307581	Jill Bingham	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307587	Jacki Randolph	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307589	Joe Salazar	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.13
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000307590	Michele White-Milgate	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000307597	Lois Jones	Application	None	None		TIR Missed: No	TIR:	0.03
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.79
INC000000307603	Debbie Stavros	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307604	Clayton Toone	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307607	Cristy Fielding	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307608	Pat Paulson	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000307616	Lisa Butler	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000307632	Juan Flores Esmenjaud	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000307636	Jake Huntsman	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000307653	Carol Thornhill	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307654	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307656	Marie Higgins	Telecom	None	None		TIR Missed: Yes	TIR:	1.23
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.23

Workforce Services

INC000000307657	Lori Montague	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.81
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000307666	Alyshia Jenkins	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307669	Darren Rogers	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000307676	Norman Keith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307678	Carol Goode	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307680	Steve L Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307681	Barbara Bloomfield	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307684	Jacquelyn Harris	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307685	Christina Dahn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307686	Gabriella Cubas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307692	Bill Featherstone	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307693	Valorie Pacheco	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307694	Miri Parker	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.37
INC000000307696	Natasha Davis	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307698	Kathy Hayden	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307702	Barbara Bloomfield	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307704	Eden Johnson	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000307707	Barbara Bloomfield	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307709	Erin Hathaway	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307710	Amira Mijic	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307711	Kimberly Reiter	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307712	Eugenia Artamonova	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307714	Twila Anderson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307715	John Bowers	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307717	Jeremy Henson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307719	Cassandra Pickle	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307720	Robert Noyes	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307721	Amanda Van Ausdal	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307722	Jeff Sanderson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307758	Cindy Bertagnolli	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.40
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000307761	Richard Moysh	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000307778	Vickie Tiley	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.01
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000307779	Johnny Bedore III	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307781	Helen Te'o	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000307782	Melissa Daymont	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307783	Jay Hafen	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307818	Miri Parker	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000307822	Alleyn Kinney	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307829	Linda Wirtjes	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307835	Paul Wright	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307845	Katie Helm	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000307847	Debbie Garretson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307852	Joann Wetzel	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000307858	Deborah Servis	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.09
INC000000307860	Jamie Escobia	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307865	Kimber Burks	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.34
INC000000307868	Teresa Gonzales	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000307877	Leta Bailey	Application	Reporting	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000307908	Luis Ayala	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000307930	Jo Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000307936	Launi Milligan	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.53
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.53

Workforce Services

INC000000307938	Luis Ayala	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	14.23
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	14.23
INC000000307950	David Maxfield	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000307954	Janet Butterfield	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307959	Toni Jex	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307960	Amber Jackson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.13
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000307964	Lynnette McKee	Network	Error	None		TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.53
INC000000307966	Brook Mecham	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307967	Stephen Lisonbee	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000307969	Raylyn Tucker	Network	Incident	None		TIR Missed: Yes	TIR:	1.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000307970	Marilyn Larsen	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.91
INC000000307976	Cheree Buckels	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000307983	Mark Allen Peterson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000307989	Vickie Olsen	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.37
INC000000307993	Cheryl Butler	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000308019	Pat Paulson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308030	Tricia Fuhriman	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000308032	Lisa Zaugg	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000308034 | Milo Pew | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.05 |

| INC000000308041 | Karen Quackenbush | Application | Error | Computerized Unemployment B | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.30 |

| INC000000308048 | Michelle Slaughter | Network | None | None | TIR Missed: | No | TIR: | 0.06 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.06 |

| INC000000308055 | Glenda Swallow | Application | Error | Utah Electronic Resource and E | TIR Missed: | No | TIR: | 0.04 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.08 |

| INC000000308070 | Paul Fasig | None | None | Utah Works | TIR Missed: | No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 1.32 |

| INC000000308079 | Deeann Marroquin | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.19 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.27 |

| INC000000308082 | Patti Sellers | None | None | Utah Works | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.08 |

| INC000000308089 | Tim Early | Application | Error | Utah Works | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.56 |

| INC000000308094 | Gerald Gappmayer | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000308103 | Connie Dumas | PC/Laptop | Performance | None | TIR Missed: | No | TIR: | 0.09 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 1.44 |

| INC000000308104 | Isabel Souza | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.05 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.35 |

| INC000000308110 | Shawn Mansell | PC/Laptop | Performance | None | TIR Missed: | Yes | TIR: | 1.25 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: | Yes | TTR: | 7.60 |

| INC000000308127 | Shonie Barker | Application | Error | Content Manager | TIR Missed: | No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.26 |

| INC000000308182 | Cory Olson | Application | Error | Utah Works Web Site | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.05 |

| INC000000308187 | Andrea Sutton | Application | Error | Utah Works Web Site | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000308193 | Valerie Argyle | Telecom | IP | None | TIR Missed: | No | TIR: | 0.07 |
| Voice Engineering | Julie Johnson | Workforce Services | Low | Resolved | TTR Missed: | Yes | TTR: | 80.79 |

| INC000000308198 | Connie Tidwell | Application | Error | Utah Works | TIR Missed: | No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.09 |

Workforce Services

INC000000308200	Vanessa Lagemann	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308220	Justin Fowers	None	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.65
INC000000308223	Chris S Allen	None	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.65
INC000000308228	Rowena York	None	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.63
INC000000308247	Jacki Randolph	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308253	Jill Bingham	Application	Error	Utah Works		TIR Missed: No	TIR:	0.52
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.52
INC000000308256	Linetta Moyes	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.83
INC000000308263	Dawna Kranendonk	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.28
INC000000308265	Scott Butterfield	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Network Operations	Brian Chatwin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.48
INC000000308279	Ellen Horton	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000308283	Tricia Matz-Underwood	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.62
INC000000308285	Kathy Hintze	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308302	Charise Asleson	PC/Laptop	None	None		TIR Missed: No	TIR:	0.21
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.57
INC000000308327	Dyann Smoot	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308352	Dorothy Williams	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000308369	Chris Baker	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.83
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.83
INC000000308373	Dorothy Williams	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.54

Workforce Services

Incident	Requester	Category	Type	Summary	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000308398	Pat Paulson	Application	Error	Internet Explorer	Low		No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services			Closed			No	0.28
INC000000308399	Theresa R Wheatley	PC/Laptop	Hardware	None	Low		No	0.00		
	Metro A Desktop Support	Rodney Austin	Workforce Services			Closed			No	2.17
INC000000308416	Faye Hubbard	Telecom	Coverage Path	Telephone	Low		No	0.22		
	Voice Operations	Annette Nielsen	Workforce Services			Closed			No	0.22
INC000000308451	Elizabeth Ross	Application	Error	Utah Works	Low		Yes	2.08		
	Application Support - UWORKS	Eric Strong	Workforce Services			Closed			No	2.08
INC000000308473	Gail Boyd	Application	Reporting	None	Low		No	0.09		
	Application Support - UI Web	Brett Judd	Workforce Services			Closed			No	0.50
INC000000308476	Gary Waters	Application	Reporting	None	Low		No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services			Closed			No	0.30
INC000000308483	Jolyn Bevan	Application	Error	Acrobat Reader	Low		No	0.00		
	Metro B Desktop Support	Wayne Higgs	Workforce Services			Closed			No	0.20
INC000000308502	Judy H Gardner	Application	Error	Utah Works	Low		Yes	7.89		
	Application Support - UWORKS	Jeff Pryor	Workforce Services			Closed			Yes	7.89
INC000000308526	Trish West	Application	Error	Utah Works Web Site	Low		No	0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services			Closed			No	1.62
INC000000308528	Jolyn Bevan	None	None	None	Low		No	0.00		
	Metro B Desktop Support	Michael Barth	Workforce Services			Closed			No	0.00
INC000000308532	Chris Peterson	Application	Error	Utah Works	Low		No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services			Closed			No	0.00
INC000000308537	Cindy Jones	Application	Error	Utah Electronic Resource and E	Low		Yes	5.59		
	Application Support - EREP	David Moffitt	Workforce Services			Closed			No	5.59
INC000000308540	Stephanie Harding	Application	Error	Utah Electronic Resource and E	Low		No	0.00		
	Application Support - EREP	David Moffitt	Workforce Services			Closed			No	
INC000000308546	Jacob Smith	Application	Reporting	None	Low		No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services			Closed			No	0.19
INC000000308547	Susy M Westphal	Application	Error	Utah Electronic Resource and E	Low		No	0.00		
	Application Support - EREP	David Moffitt	Workforce Services			Closed			No	
INC000000308549	Jessica Johnson	Application	Error	Utah Electronic Resource and E	Low		No	0.00		
	Application Support - EREP	None	Workforce Services			Closed			No	
INC000000308556	Jacqueline Parker	Wireless Connectivity	Performance	None	Low		No	0.76		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services			Closed			No	0.81

Workforce Services

INC000000308568	Scott Butterfield	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000308571	Carolyn Nay	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000308572	Eden Johnson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.18
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.11
INC000000308590	Kamron Dalton	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.23
Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.34
INC000000308597	Sheryl Nisely	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.76
INC000000308602	Jonathan R Fatz	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000308614	David Moore	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000308631	Valerie Argyle	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000308663	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308682	Yalonda House	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000308685	Jeri Uresk	Application	Error	Utah Works	TIR Missed: No	TIR:	0.24
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.44
INC000000308707	Collins Edebiri	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.71
Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000308714	Phay Panh	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308717	Ler Wah	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308718	Nazanin Nourmohammadi	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308721	Rachel Lee	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308724	Sandra Pyper	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000308726	Heather Knowlton	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308729	Rich Mackay	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308733	Bryce Mesa	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308734	Kathy Hayden	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308739	Amira Mijic	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308741	Chelsey Merchant	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308743	Peggy Mitchell	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308744	Alla Zilbershteyn	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308789	Sheila Sarten	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308799	Tene' Howell	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000308800	Valerie Argyle	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308825	Diana Apperson	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308848	Angela Kirsling	Application	Error	Utah Works		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000308864	William Greer	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.23
Help Desk	Sarah Johnson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.89
INC000000308879	Kathy Guymon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.47
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.47
INC000000308886	Nan Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.12
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.69
INC000000308887	Charles Amonett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000308889	Darrin Nielsen	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000308890	Kathy Guymon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308891	Koffi Djagba	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.22
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000308893	Nune Phillips	Application	Error	None	TIR Missed: Yes	TIR:	63.39
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	63.39
INC000000308894	Nan Powell	Network	Error	Content Manager	TIR Missed: No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000308900	Kaylee Ashdown	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308901	Cyndy McKenzie	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308902	Marc Wilson	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000308914	Robin Parker	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308915	Lisa Roman	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.63
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000308916	Stephanie Harding	Application	Error	OpenOffice.org	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.85
INC000000308917	Kathy Guymon	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308920	Shelley Esplin	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308921	Dora Ward	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308922	Cindi Nay	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308926	Camie Galt	Application	Error	None	TIR Missed: Yes	TIR:	32.07
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	32.07
INC000000308931	Frances Curley	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14

Workforce Services

INC000000308941	Kenneth G Allen	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed			TTR Missed: Yes	TTR:	6.74
INC000000308945	Kristan Hall	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.25
INC000000308957	Lane London	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.64
INC000000308958	Tracie Williams	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.13
INC000000308962	Chelsea Vanden Berg	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.09
INC000000308969	Ivanova Fuller	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.27
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed			TTR Missed: No	TTR:	2.18
INC000000308974	Sandy Terry	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.00
INC000000308976	Sandy Terry	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.00
INC000000308978	Sandy Terry	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.00
INC000000308979	Sandy Terry	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.00
INC000000308987	Samuel Hendricksen	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.15
INC000000309004	Becki Bryce	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed			TTR Missed: No	TTR:	1.15
INC000000309006	Samantha Moseley	Remote Connectivity	None	None			TIR Missed: Yes	TIR:	1.34
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed			TTR Missed: No	TTR:	1.36
INC000000309012	Carol Warby	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed			TTR Missed: No	TTR:	1.63
INC000000309022	Norma Pech-Rousin	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.18
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed			TTR Missed: No	TTR:	5.87
INC000000309023	Joann Vanos	Application	Error	Collection Management System			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed			TTR Missed: No	TTR:	0.01
INC000000309024	Laura Carter	Application	Error	Utah Electronic Resource and E			TIR Missed: Yes	TIR:	34.37
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed			TTR Missed: Yes	TTR:	34.37

Workforce Services

INC000000309045	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309046	Cathy Bell	Application	Error	DWS Web		TIR Missed: No	TIR:	0.66
	Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000309048	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309051	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309052	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309055	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309056	Sara Hudgins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309059	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309060	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309062	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309064	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309065	Sandy Terry	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309066	Elaine Montoya	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000309073	Suzie Yeates	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.27
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.27
INC000000309088	Semin Feukic	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.20
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000309091	Trish West	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309093	Cassie Kelly	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000309094 | Randi Carter | None | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Reed Stohel | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309097 | Theresa R Wheatley | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309122 | Melissa Romero-McKean | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.33 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.71 |

| INC000000309125 | Shelly Ivie | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.17 |

| INC000000309128 | Julie Anderson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309137 | Amy Rindlisbacher | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309140 | Rachel Gehring | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309145 | Joseph Bair | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.96 |

| INC000000309148 | Jennifer Domenici | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.09 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.50 |

| INC000000309150 | Jean Fisher | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309152 | Michele Cuburu | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309154 | Michele Cuburu | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309173 | Kathy Hansen | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.15 |

| INC000000309180 | Kaye Stewart | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.41 |

| INC000000309197 | Gail Reidling | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309199 | Stephen Lisonbee | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000309202 | Doug Larsen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000309208	John Davenport	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309215	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309216	Junie Anderson	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000309217	Nate Talley	Application	None	Novell GroupWise		TIR Missed: Yes	TIR:	0.96
	Metro A Hosting	Keith Scholl	Workforce Services	Critical	Closed	TTR Missed: No	TTR:	0.96
INC000000309224	Brodie Panter	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.96
INC000000309231	Joann Vanos	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309236	Karen Quackenbush	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309242	Gerald Brown	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309246	Connie Larsen-Frazier	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000309250	Stacey Joos	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309252	Shane Farr	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309256	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309257	Noah Zemke	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309259	John Olson	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000309261	James Borrowman	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309262	Lance Soffe	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000309266	Sarah Tolbert	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000309267	Alice Edman	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309269	Dave Laycock	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000309272	Melissa Romero-McKean	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000309273	Lorie Davis	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	High	Closed		TTR Missed: No	TTR:	0.35
INC000000309273	Lorie Davis	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	High	Closed		TTR Missed: No	TTR:	0.35
INC000000309280	Kathryn Paget	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000309281	Greg Gardner	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.41
Metro A Hosting	Keith Scholl		Workforce Services	High	Closed		TTR Missed: No	TTR:	0.41
INC000000309282	Tiffany Turley	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309283	Laurie Wittwer	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.04
Metro A Hosting	None		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000309286	Vanessa Washington	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309287	Lorie Davis	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	High	Closed		TTR Missed: No	TTR:	
INC000000309289	Jon Pierpont	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	High	Closed		TTR Missed: No	TTR:	
INC000000309298	Amanda McPeck	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000309300	Tom Petersen	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309301	Felecia Maxfield	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000309304	Barbara Hollister	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro A Hosting	None		Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309305	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000309306	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309307	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309308	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309310	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309312	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309315	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309316	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309317	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309318	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309319	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309320	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309321	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309322	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309324	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309325	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309326	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000309327	Kathy Hintze	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000309328	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309329	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309330	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309331	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309332	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309333	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309336	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309346	Minka Tasevac	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309347	Alyshia Jenkins	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309348	Ashley Nielsen	Application	Error	Content Manager			TIR Missed: Yes	TIR:	1.56
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.56
INC000000309357	Kathy Richards	Application	None	None			TIR Missed: No	TIR:	0.05
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.81
INC000000309359	Mary Silva	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309360	Sheila Oelerich	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309361	Hanh Nguyen	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309365	Norman Keith	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309367	Anthony Baker	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309369	Sarah Lu	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

ID	Name	Category	Type	Item		Priority	Status	TIR Missed		TIR	Assignment / Assignee	TTR Missed		TTR

INC000000309370   Steven Opager   Network   Performance   None   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309373   Christina Dahn   Network   Performance   None   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309393   Chelsey Merchant   Network   Performance   None   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.05

INC000000309400   Barbara Bloomfield   Network   Performance   None   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.01

INC000000309409   Frank Trivino   Application   Error   Utah Works   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309411   Sandra Pyper   Application   Error   Utah Works   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309422   Robert Noyes   Application   Error   Microsoft Word   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309448   Becky Fisher   Application   Error   Collection Management System   TIR Missed: No   TIR: 0.00
Metro A Help Desk   Cindy Schroeder   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.22

INC000000309449   Shawn Mansell   PC/Laptop   Hardware   None   TIR Missed: No   TIR: 0.00
Metro D North Desktop Support   Don Higgs   Workforce Services   Low   Closed   TTR Missed: No   TTR: 3.50

INC000000309452   Phay Panh   Network   Performance   None   TIR Missed: No   TIR: 0.00
Metro A Desktop Support   Nancy Hachmeister   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309474   Cyndy McKenzie   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Duane Hardy   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309480   Carolyn Paul   Telecom   Call/Receive   Telephone   TIR Missed: No   TIR: 0.13
Voice/Data/WAN Services   Greg Blessing   Workforce Services   Medium   Closed   TTR Missed: No   TTR: 0.95

INC000000309483   Muris Prses   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Duane Hardy   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309541   Kathy Jensen   None   None   None   TIR Missed: No   TIR: 0.00
Operations Production Control   Christie Burnham   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.00

INC000000309554   Josie Martinez   Print/Copy/Scan/Fax   None   None   TIR Missed: No   TIR: 0.00
Metro B Desktop Support   Wayne Higgs   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.13

INC000000309558   Natalie Hendrickson   Print/Copy/Scan/Fax   None   None   TIR Missed: No   TIR: 0.00
Metro B Desktop Support   Wayne Higgs   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.10

INC000000309562   Lisa Arnold   PC/Laptop   Performance   None   TIR Missed: No   TIR: 0.00
Metro B Desktop Support   Wayne Higgs   Workforce Services   Low   Closed   TTR Missed: No   TTR: 0.09

Workforce Services

INC000000309567	Sophia Brooks	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000309569	Terri Waters	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309572	Terri Waters	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309577	Cliff Whatcott	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309581	Dallen Adams	None	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309589	Jessica Balls	None	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309593	Paul Birkbeck	None	None	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309599	Mary Roybal	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.26
INC000000309604	Debbie Olsen	None	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.24
INC000000309610	Martha Soto	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.22
INC000000309630	Cheryl Butler	Network	Error	None		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000309635	Cheryl Butler	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000309640	Lori B Mair	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.72
INC000000309653	Angela A Hansen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000309658	Josh Harward	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.38
INC000000309665	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309688	Terry Lisonbee	Application	Error	Microsoft Visio Standard 2003		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000309689	Jennifer Cunningham	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000309704	Bonnie L Kelsey	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000309737	Angela A Hansen	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000309746	Kathy Jensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000309786	Clint Gray	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000309807	John Davenport	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.45
INC000000309812	David Anthony	None	None	Utah Works		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000309879	LeAnn Hatfield	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000309944	Graham Murphy	None	None	None		TIR Missed:	No	TIR:	0.93
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Medium	Closed	TTR Missed:	No	TTR:	0.93
INC000000309955	Gregory Whittaker	Network	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000310011	Sandra Black	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.05
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000310013	Dusty Burchett	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Network Operations	Dave Bodily	Workforce Services	Medium	Closed	TTR Missed:	No	TTR:	0.35
INC000000310013	Dusty Burchett	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.27
	Network Operations	Dave Bodily	Workforce Services	Medium	Closed	TTR Missed:	No	TTR:	0.35
INC000000310028	Felicia Kinder	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000310061	Pam Malone	PC/Laptop	Error	None		TIR Missed:	Yes	TIR:	1.21
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.23
INC000000310063	Al Yardley	Application	Error	None		TIR Missed:	No	TIR:	0.46
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.58
INC000000310076	Jeff D Rasmussen	None	None	Java Platform SE		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07

Workforce Services

INC000000310080	Chris Peterson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000310083	Leta Bailey	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.96
INC000000310089	Kelly Farley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310100	Kelly Lemons	Application	Error	Utah Works		TIR Missed: Yes	TIR:	8.01
Application Support - UWORKS	Troy Robison	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	8.01
INC000000310103	Tonia Jones	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310105	Andrea Henderson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.54
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.68
INC000000310111	Sarah Tolbert	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310114	Shelley Roberts	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310128	Katie Hanway	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.70
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.70
INC000000310151	Darren Rogers	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000310169	Rob Luckau	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310178	Gaylinn Frandsen	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.16
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	51.22
INC000000310190	Lynda Bonner	Application	Reporting	Content Manager		TIR Missed: Yes	TIR:	2.33
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.36
INC000000310203	Lindsey Caffall-Davis	Telecom	Feature	None		TIR Missed: No	TIR:	0.96
Application Support - IVR	Shad Lords	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.38
INC000000310215	Nan Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000310220	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.25
INC000000310225	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
Network Operations	Jack Bridwell	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.33

Workforce Services

INC000000310226	Karen Quackenbush	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310227	Karen Quackenbush	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310233	Bevan Nelson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310245	Lindsey Johnson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000310286	Lori B Mair	Application	None	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000310294	Levi Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000310300	Jeana Bahr	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000310303	Darrin Nielsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000310305	Merrill Black	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000310309	Jeana Bahr	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000310312	Vint DeGraw	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310327	Bruce Lamb	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000310338	Jerry Norton	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.38
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.38
INC000000310369	Amber Jackson	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.28
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000310370	Carina Larson	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.27
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000310386	Johnny Bedore III	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000310387	Ann Stockham	Application	Error	DWS Web		TIR Missed: No	TIR:	0.33
	Application Support - Data Warehou	Shana Shirts	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33

Workforce Services

INC000000310405	Pat Palmieri	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000310417	Pat Palmieri	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310427	Nancy Robison	Application	Error	DWS Web		TIR Missed: No	TIR:	0.09
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.73
INC000000310437	Janean Justham	Application	Password	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310445	Dorothy Williams	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.82
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.82
INC000000310446	Yvette Woodland	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000310451	Jeremiah Borrowman	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000310490	Alan Pettersson	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000310494	Kelley R Meredith	Application	Error	Utah Works		TIR Missed: No	TIR:	0.77
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.77
INC000000310534	Debbie Herr	None	None	None		TIR Missed: Yes	TIR:	1.09
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.29
INC000000310549	Joyce Burningham	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310557	Vanessa Lindquist	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.09
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.09
INC000000310563	Grazyna Janeczko	PC/Laptop	None	None		TIR Missed: Yes	TIR:	2.42
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.44
INC000000310599	Janaina Martins	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.51
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	16.85
INC000000310604	Mary Pannunzio	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310614	Penney Chipp	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	18.87
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	18.87
INC000000310616	Vickie Tiley	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

| INC000000310617 | Nikki Holt | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310618 | Carolyn Nay | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310619 | Michelle Slaughter | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310622 | Tricia Longest | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310626 | Teresa Swensen | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310627 | David Whiteside | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310629 | Misty Williams | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310636 | Brock Stenovich | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310639 | Betsy Ray | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310644 | Jayme Schlangen | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310651 | Debra Slotboom | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310652 | Jennifer Owens | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310653 | Jan Chumbley-Gardner | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310655 | Jeremiah Borrowman | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.00 |

| INC000000310656 | Joy Majors | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310658 | Wendy M Hughes | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

| INC000000310659 | William Campbell | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: |

Workforce Services

Incident	Name	Category	Type	Item	TIR Missed		TIR
INC000000310660	Scott Jensen	Application	Reporting	Utah Works	TIR Missed: No		0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.27
INC000000310675	Jay Hafen	Wireless Connectivity	Performance	None	TIR Missed: No		0.90
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.26
INC000000310676	Heidi R Thomas	Application	Error	Utah Electronic Resource and E	TIR Missed: No		0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000310700	Theresa Scribner	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310707	Pat Paulson	Application	Error	Utah Works	TIR Missed: No		0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000310721	Cindy Adams	None	None	None	TIR Missed: No		0.00
Network Operations	J. L. Flack	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.85
INC000000310722	Irwin Purcell	Application	Error	Internet Explorer	TIR Missed: Yes		1.75
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000310723	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310724	Michael Barrett	PC/Laptop	Virus	None	TIR Missed: No		0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.30
INC000000310725	Lesa Westfall	Application	Error	None	TIR Missed: No		0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.78
INC000000310736	Cheree Buckels	Application	Error	Utah Works	TIR Missed: Yes		1.67
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.67
INC000000310737	Sherrie St John	None	None	None	TIR Missed: No		0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310748	Nique Frasier	Application	Error	Utah Electronic Resource and E	TIR Missed: No		0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000310762	Dorothy Williams	Application	Error	Utah Works	TIR Missed: Yes		2.85
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.85
INC000000310764	Sheryl Nisely	Application	Error	Utah Works	TIR Missed: No		0.32
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	64.16
INC000000310766	Jesi Wasden	Telecom	Call/Receive	Telephone	TIR Missed: No		0.45
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.79
INC000000310769	Marion Davis	Application	Error	Utah Works	TIR Missed: No		0.14
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28

Workforce Services

| INC000000310789 | Dominka Hajnova | Network | Performance | None | TIR Missed: Yes | TIR: | 2.39 |
| | Metro D North Desktop Support | Ryan Casey | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.39 |

| INC000000310792 | Kathryn Neibert | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.08 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.11 |

| INC000000310815 | Leeann Herndon | None | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000310820 | Justin Fowers | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000310826 | Jodie Ward | None | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000310827 | Rebecca Banner | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000310842 | Karla Aguirre | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000310846 | Mark Allen Peterson | Network | None | None | TIR Missed: No | TIR: | 0.18 |
| | Application Support - CATS IV | Dawn Harris | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.34 |

| INC000000310856 | Kelly Thornton | PC/Laptop | Performance | ZENworks for Desktops | TIR Missed: Yes | TIR: | 7.59 |
| | Rural South Desktop Support | Meladye Shively | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 7.59 |

| INC000000310880 | Kris Springer | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000310888 | Melissa McBride | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Eileen Dubach | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000310889 | Marilyn Larsen | Application | Error | OpenOffice.org | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000310897 | Carrie Peterson | None | None | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000310990 | Sandy Terry | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

| INC000000310992 | Lance Olsen | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000310996 | Diane Nielsen | Telecom | Call Management | Telephone | TIR Missed: No | TIR: | 0.24 |
| | Voice Operations | Julie Sabato | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.24 |

| INC000000311017 | Jason Tolbert | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

Workforce Services

INC000000311031	Cliftia Johnson	Application	Error	DWS Capture	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000311035	Stephanie Harding	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000311037	Trisha Ocasio	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000311065	Anita Pedersen	Network	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311071	Brittney M Woodland	Network	Performance	None	TIR Missed: No	TIR:	0.23
	Campus Networking	David Sedei	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.70
INC000000311083	Dimang Chao	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.14
	Campus Networking	David Sedei	Workforce Services	High	Closed	TTR Missed: No	TTR:	1.79
INC000000311084	Junie Anderson	None	None	None	TIR Missed: No	TIR:	0.84
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000311090	Karen Gardner	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000311097	Carol Jennings	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.15
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000311099	Carol Jennings	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311109	Lisa Weinmuller	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311118	Linda Hansen	Telecom	IP	Telephone	TIR Missed: No	TIR:	0.34
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19
INC000000311130	Deann Caussyn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.51
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000311133	Darren Rogers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000311135	Elaine Jensen	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311141	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311142	Deann Caussyn	Application	Password	Active Directory	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000311151	Brenda Johnson	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311165	Mary Ann Keefer	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.44
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.39
INC000000311173	Andrea Brunyer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311174	Josie Martinez	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311176	Jolene Costigan	Application	Error	DWS Capture		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311178	Leslie Judd	None	None	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311182	Jody Sillitoe	None	None	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.12
INC000000311187	Rachael Stewart	Wireless Connectivity	Performance	None		TIR Missed: No	TIR:	0.98
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.98
INC000000311189	Amberly Hoang	Application	Password	None		TIR Missed: No	TIR:	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000311254	Worthy Glover Jr	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311265	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311285	Tricia Davis	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311287	Emily Berriochoa	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311315	Rachel Gleason	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311319	Ryan Budge	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	6.56
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.39
INC000000311322	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000311323	David Chatterley	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Name	Category	Sub	Item		TIR	TTR
INC000000311329	Jan Thompson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311333	Jan Thompson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311334	Cecilia Shimanek	Network	Performance	None		TIR Missed: No	TIR: 0.14
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000311335	Jan Thompson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311350	Bill Starks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311351	Bill Starks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311360	Heather M Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311362	Rhett Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311378	Lisa Roman	Application	Error	WordPerfect Office 2002		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000311385	Laurie Parkin	Application	Error	Content Manager		TIR Missed: No	TIR: 0.26
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 7.35
INC000000311386	Kasandra Asay	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311417	Leslie Judd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311419	Linda Rothenberger	Application	Reporting	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000311426	Milagros Santos	Print/Copy/Scan/Fax	None	Utah Works		TIR Missed: No	TIR: 0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.86
INC000000311428	David Busk	None	None	PGP		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311429	Karen Shepherd	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311432	Sarah Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.73

Workforce Services

INC000000311435	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311436	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311437	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311438	Koral Vasquez	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311445	Cecilia Shimanek	Application	Error	Content Manager	TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000311458	Ruthann Porter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311459	Susan Pierson	Application	Error	Content Manager	TIR Missed: No	TIR:	0.60
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.21
INC000000311460	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311463	Ralph Laub	Application	Error	OpenOffice.org	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000311464	Helen Hadad	PC/Laptop	None	None	TIR Missed: No	TIR:	0.67
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000311466	Juan Lucero	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000311472	Ivan Oakeson	Network	None	None	TIR Missed: No	TIR:	0.44
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000311485	Jo D'Agostino	None	None	Utah Works Web Site	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.94
INC000000311493	Kris Schneider	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000311502	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311504	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311505	Veronica Wian	None	None	Content Manager	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84

Workforce Services

INC000000311520	Michelle Madrigal	None	None	None	TIR Missed: No	TIR:	0.50
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000311523	Jeff Shockley	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000311524	Al Yardley	None	None	Utah Works	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000311541	Mary Pannunzio	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311577	James McCoy	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000311588	Michael W Hansen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000311606	Stella Lenzen	Application	Error	DWS Web	TIR Missed: No	TIR:	0.15
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000311609	Gregory Whittaker	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000311612	Karen Larsen	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000311628	Stella Lenzen	Application	Error	None	TIR Missed: No	TIR:	0.04
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000311667	Kamron Dalton	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000311671	Jill Bingham	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.35
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.35
INC000000311672	Jackie Nielson	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000311674	Juliana Smith	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000311676	Sydney Christensen	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000311678	Shaylyn Christensen	None	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000311680	Jenni Crothers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000311681	Rhett Wilson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000311682	Jeff D Rasmussen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000311688	Doyle Bender	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.09
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.09
INC000000311692	Lane Anderson	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.95
INC000000311699	Grazyna Janeczko	Application	None	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.68
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.84
INC000000311715	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	John Robinson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311738	LeAnn Hatfield	PC/Laptop	Password	Active Directory		TIR Missed: No	TIR:	0.35
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.44
INC000000311767	Desiree Jones	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.21
INC000000311796	Susan Taggart	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000311799	Evelyn Gonzales	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311834	Jode Littlepage	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.21
INC000000311856	Holli Turner	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.08
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000311862	Jennifer Asplund	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000311876	Kent Njord	Application	Error	RealPlayer		TIR Missed: Yes	TIR:	1.84
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.86
INC000000311895	Ruby Blank	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000311962	Janean Justham	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311965	Vanessa Washington	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.06
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.37

Workforce Services

INC000000311971	Kuuipo Malungahu	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.23
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000311977	Kim Auberger	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.83
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.83
INC000000312006	Amy Rindlisbacher	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000312018	Vanessa Washington	Application	Reporting	None	TIR Missed: No	TIR:	0.14
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.92
INC000000312028	Colleen Johnson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000312035	Steven Opager	Application	Error	Utah Works	TIR Missed: No	TIR:	0.84
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84
INC000000312051	Linda Rothenberger	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000312085	Vanessa Washington	Application	Error	Avaya IP Softphone	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000312124	Sharon Holmes	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.05
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.68
INC000000312126	Michael Nixon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000312132	Colleen Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000312141	Sharon Holmes	None	None	None	TIR Missed: No	TIR:	0.07
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.46
INC000000312149	Levi Jones	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.14
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.66
INC000000312153	Colleen Johnson	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.21
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000312155	Heather M Williams	Network	None	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.70
INC000000312167	Trisha Ocasio	Application	None	None	TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000312178	Sarah Smith	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27

Workforce Services

INC000000312182	Cheryl Christiansen	Application	Password	Active Directory		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000312187	Curtis Harmon	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.44
INC000000312193	Briee Lenhart	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.45
INC000000312198	CJ Higgins	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.45
INC000000312204	Heather Payne	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.44
INC000000312207	Muris Prses	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.44
INC000000312244	Debbie Sheldon	Application	Error	DWS Web		TIR Missed: No	TIR:	0.71
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000312260	Lois Jones	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000312266	Debbie Sparks	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000312288	Lori Jacobazzi	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000312292	Clint Gray	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.89
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	18.57
INC000000312317	Dean Dickerson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.20
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000312326	Jenica Sheldon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000312328	Diane Lovell	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.73
INC000000312350	Brian Christensen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	49.30
	Application Support - UWORKS	Mary Fornelius	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	49.30
INC000000312364	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000312380	Kuuipo Malungahu	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.61
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.04

Workforce Services

INC000000312385	Bradley Salmond	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000312411	Sharon Holmes	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	19.35
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	19.35
INC000000312414	Amber Trussell	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312415	Julie Thurston	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312417	Shauna Vigil	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312418	Michelle Phillips	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312420	Jeremy Robinson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312421	Lisa C Peterson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312423	Emmalee Hunt	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312424	Jessica Johnson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312425	Debbie Westbroek	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312426	Jan Chumbley-Gardner	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312427	Jeremy Robinson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312429	Kathy Martinez	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312433	Rebecca Pace	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312436	Suellen Michel	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000312439	Barbara McElhinney	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

| INC000000312443 | Nikole B Snyder | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312455 | Shane ODell | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312462 | Michelle Bristol | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312466 | Sue Strasburg | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312470 | Carrie Tenifa | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312472 | Susan Taggart | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.08 | |

| INC000000312473 | Jayme Schlangen | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312474 | Susana Rollins | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312479 | Cheryl Bakker | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 2.88 |
| | Application Support - UWORKS | Troy Robison | Workforce Services | Low | Closed | TTR Missed: No | TTR: 2.88 | |

| INC000000312480 | Dirk Dopp | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312481 | Lanore Cunningham | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: 0.04 | |

| INC000000312483 | Traci Cahill | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312485 | Jodie Jackson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312489 | Kimberly Johnson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312490 | Rebecca Hatch | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312507 | Andy Mathis | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000312508 | Mary Zorn | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

Workforce Services

Incident	Name	Category	Type	Service	TIR Missed	TIR		Status

INC000000312509	Kim Wilcox	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	115.78
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	115.78
INC000000312513	Robert Birkinshaw	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000312530	Lisa Ward	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000312533	Anna Rodriguez	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000312536	Wendy L Smith	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000312546	Colleen Johnson	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000312576	Kelley R Meredith	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	6.71
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	6.71
INC000000312585	Susy M Westphal	Remote Connectivity	None	None	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000312592	Angela Madsen	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.21
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.85
INC000000312594	Miri Parker	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	17.55
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	48.66
INC000000312611	Kerrie Jensen	Application	Password	Utah Master Directory	TIR Missed:	No	TIR:	0.04
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000312616	Gerald Gappmayer	None	None	None	TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312635	Nancy Sanders	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000312639	Ronda Kelly	None	None	None	TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000312659	Kristen Cox	Application	None	None	TIR Missed:	No	TIR:	0.17
	Capitol Hosting	Shawn Lowry	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.48
INC000000312659	Kristen Cox	Application	None	None	TIR Missed:	No	TIR:	0.48
	Capitol Hosting	Shawn Lowry	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.48
INC000000312688	Glenda Snodgrass	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Enterprise Incident Report May 2011
As of 6/1/2011

Workforce Services

INC	Customer / Group	Category	Type	Product	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000312701	Natasha Davis	Application	Reporting	Utah Works			No	0.00		
	Metro A Help Desk — Liz Evans		Workforce Services		Low	Closed			No	0.12
INC000000312717	Ron Dunn	Application	Error	DWS Web			No	0.00		
	Metro A Help Desk — Ed Conrad		Workforce Services		Low	Closed			No	0.38
INC000000312727	Heather M Williams	Network	Error	Microsoft Windows XP Professi			No	0.00		
	Rural Central Desktop Support — Jeremy Standifird		Workforce Services		Low	Closed			No	1.48
INC000000312734	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None			No	0.00		
	Help Desk — Eileen Dubach		Workforce Services		Low	Closed			No	0.00
INC000000312745	Mark Sorenson	Telecom	Voice Mail	Telephone			No	0.08		
	Voice Operations — Lois Schow		Workforce Services		Low	Closed			No	0.08
INC000000312748	Kathy Jensen	Application	Error	Collection Management System			No	0.00		
	Rural South Desktop Support — Lane Adams		Workforce Services		Low	Closed			No	2.24
INC000000312803	Jessica Johnson	None	None	None			Yes	27.96		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			Yes	27.96
INC000000312810	Helen Hadad	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312811	David Whiteside	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312815	Teri Brinkerhoff	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312823	Cindy Cutshall	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312824	Raymond Caldwell	Application	Error	Microsoft Office Professional 20			No	0.10		
	Metro A Help Desk — Liz Evans		Workforce Services		Low	Closed			No	0.10
INC000000312825	Jenny Hansen	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312826	Kevin Goldthorpe	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312827	Nancy Potter	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312830	Nichole Pusey	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	
INC000000312831	Susan Kirby	None	None	None			No	0.00		
	Application Support - EREP — David Moffitt		Workforce Services		Low	Closed			No	

Workforce Services

INC#	Name	Type	Category	Item			TIR Missed	TIR
INC000000312832	Dean Dickerson	Application	Error	DWS Capture			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.41
INC000000312835	Cecilia Shimanek	None	None	None			TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000312841	Carolyn Nay	None	None	None			TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000312846	Lori Calvert	None	None	None			TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000312847	Michelle Mileski	None	None	None			TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:
INC000000312854	Milagros Santos	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.02
INC000000312870	Danielle Deming	Network	Error	Novell GroupWise			TIR Missed: No	TIR: 0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.14
INC000000312873	Brian Prettyman	Application	Error	Novell GroupWise 32-bit Windov			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.15
INC000000312874	Danielle Deming	Network	Error	Novell GroupWise			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.12
INC000000312878	Cassy Hahn	Application	Error	Novell GroupWise			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.03
INC000000312891	Tracy Harris-Belnap	Application	Error	Utah Works			TIR Missed: No	TIR: 0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.30
INC000000312894	Jeff Webster	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000312920	Yvette Woodland	Application	None	Microsoft Excel			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000312951	Connie Laws	None	None	None			TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000312952	Molly Morehouse	PC/Laptop	Performance	None			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.44
INC000000312974	Cathy Bell	Application	Error	Internet Explorer			TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000312981	Darrin Jenson	Application	Error	Internet Explorer			TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	TTR: 0.00

Workforce Services

Incident	Requester	Category 1	Category 2	Product	TIR Missed	TIR	TTR Missed	TTR
INC000000313004	Ryan Halstenrud	Application	Error	Utah Works	No	0.00		
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		No	0.10
INC000000313014	Spencer Larsen	Application	Error	Contributions Automated Tax Sy	No	0.40		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		No	0.46
INC000000313015	Danette Groesbeck	PC/Laptop	Performance	None	No	0.90		
	Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Closed		No	0.90
INC000000313033	Casey Erickson	Application	None	None	No	0.30		
	Application Services	Dustin Crump	Workforce Services	Low	Closed		No	0.30
INC000000313038	Karen Shepherd	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	No	0.00		
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		No	0.00
INC000000313039	Kimberley Taylor	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000313046	Kathy Jensen	Application	Error	DWS Intranet	No	0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		No	0.00
INC000000313049	Susan Etzel	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000313050	Terry Lisonbee	None	None	None	No	0.00		
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		No	0.00
INC000000313052	Anna Larson	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000313053	Stephen Lisonbee	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000313054	Brent Newren	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000313055	Brent Newren	None	None	None	No	0.00		
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		No	0.00
INC000000313095	Joann Vanos	Application	Reporting	None	No	0.49		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		Yes	8.49
INC000000313102	Irwin Purcell	Application	None	Mozilla Firefox	No	0.48		
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		No	0.48
INC000000313103	Janene Pearce	None	None	None	No	0.00		
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		No	0.00
INC000000313105	Leta Bailey	Application	None	Mozilla Firefox	Yes	1.17		
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		No	1.17

Workforce Services

INC000000313106	Theresa R Wheatley	Application	None	Mozilla Firefox		TIR Missed:	Yes	TIR:	1.76
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	2.55
INC000000313136	Deborah Servis	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	1.19
Application Support - YODA	Trent Ady	Workforce Services	Low		Resolved	TTR Missed:	No	TTR:	3.11
INC000000313138	Shawn Mansell	Network	Incident	None		TIR Missed:	No	TIR:	0.71
Metro D North Desktop Support	Don Higgs	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	2.22
INC000000313148	Verlin Christensen	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.12
INC000000313149	Anna Dart	Application	Reporting	Content Manager		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.17
INC000000313153	Frances Curley	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000313154	Michelle Viertel	Application	Reporting	Internet Explorer		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.08
INC000000313157	Kristie Mikstas	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.11
INC000000313158	Michelle Viertel	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.06
INC000000313161	Timothy Dye	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Resolved	TTR Missed:	No	TTR:	0.03
INC000000313165	Jeff Shockley	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Closed	TTR Missed:	Yes	TTR:	8.31
INC000000313181	Jennifer Herbert	Network	Password	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.17
INC000000313185	Elizabeth Thorpe	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000313200	Gloria Bock	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.23
INC000000313202	Sandy L Jensen	Application	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.16
INC000000313211	Diane Hunter	Application	Password	DB2 Query Management Facility		TIR Missed:	No	TIR:	0.50
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.56
INC000000313215	Edina Cesko-Wilson	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000313217	Kalani Huber	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	18.34
Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	18.34
INC000000313224	Brenda Johnson	Application	Error	None	TIR Missed:	No	TIR:	0.05
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000313257	Jill Bingham	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	3.33
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.33
INC000000313264	Ann Stockham	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000313268	Stacey Joos	Application	None	None	TIR Missed:	No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.86
INC000000313277	Paula Johns	Application	Reporting	Content Manager	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000313311	June Bradfield	Application	Error	DWS Web	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000313315	Diane Hunter	Telecom	Voice Mail	Telephone	TIR Missed:	No	TIR:	0.12
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.03
INC000000313325	Janet Butterfield	Application	None	Utah Works	TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000313329	Violet Tellez	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000313334	Muris Prses	Application	Error	None	TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.99
INC000000313340	Shannon Manchester	PC/Laptop	None	None	TIR Missed:	No	TIR:	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.01
INC000000313349	Jackie Christensen	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.41
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000313357	Justin Whittaker	Application	Reporting	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000313369	John C Manning	None	None	None	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000313383	Katie Helm	Application	Error	Novell Messenger	TIR Missed:	No	TIR:	0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.33
INC000000313384	Gavin Mangelson	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

| INC000000313399 | Rebecca Farnsworth | Application | Error | JavaPC | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000313401 | Lisa Weinmuller | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000313402 | Elia Del Castillo | Application | Error | JavaPC | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |

| INC000000313405 | Stacie A Johnson | Application | Error | OpenOffice.org | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.49 |

| INC000000313414 | Nancy Andrew | Application | Reporting | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000313419 | Lani Wilson-Klingsporn | Application | Reporting | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.07 |

| INC000000313434 | Diane Lovell | Application | Password | PGP | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000313452 | Patricia Rose | Application | None | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.40 |

| INC000000313458 | Diane Lovell | Application | Error | PGP | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.22 |

| INC000000313478 | Jenny Barrow | Application | Reporting | Content Manager | | TIR Missed: Yes | TIR: | 2.43 |
| Metro A Desktop Support | James Kammeyer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.44 |

| INC000000313487 | CindaLee Hall | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.36 |

| INC000000313503 | Leta Bailey | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.76 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.11 |

| INC000000313505 | Mary Ann Bird | Application | Error | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000313541 | Tony Muscolino | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000313545 | Paul Fasig | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000313561 | Anthony Kelly | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.39 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.03 |

| INC000000313567 | Alan Hansen | Application | None | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.01 |

Workforce Services

INC000000313569	Barbara Croft	Application	Error	JavaPC		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000313571	Laurie Parkin	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.97
INC000000313572	Sarah Smith	Application	Error	None		TIR Missed: No	TIR:	0.59
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000313591	Robert Chambers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000313603	Amber Johnston	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.58
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.62
INC000000313607	Carolyn Parsons	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.19
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000313619	Irina Pierpont	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000313645	Anthony Kelly	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000313692	Lonny Marchbanks	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000313694	Chris Gordon	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000313704	Randi Bell	Network	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000313708	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313710	Mimose Montes	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313719	Cindy Adams	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.25
INC000000313721	Nune Phillips	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313723	Halima Hussein	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313726	Mona Kadir	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000313731	Peggy Shay	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313750	Casey Erickson	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000313756	Marilu Uribe	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313771	Levi Jones	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000313773	Patricia Oneil-Smith	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.19
INC000000313790	Darla Roberts	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000313801	Carrie Peterson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000313802	Dana Parke	Application	Error	Content Manager		TIR Missed: Yes	TIR:	4.71
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.71
INC000000313821	Helen Hadad	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.44
INC000000313855	Kris Bradley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313880	Ruby Blank	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000313891	Debbie Herr	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000313892	Lisa Butler	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000313903	Michael Hanley	Print/Copy/Scan/Fax	Incident	DWS Capture		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.96
INC000000313921	Shauna Havey	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313924	Dimang Chao	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000313948	Jackie Nielson	Network	Password	IManager		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000313991	Toni C Ansel	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.84
INC000000314000	Mike Rice	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000314001	Rebecca Smith	Application	Error	Utah Works		TIR Missed: No	TIR:	0.53
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000314034	Irina Pierpont	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000314143	Dawn Lay	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314145	Jenny Jensen	Application	Error	None		TIR Missed: Yes	TIR:	2.78
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.98
INC000000314167	Troy Lamb	Application	Password	State Payroll System		TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000314171	Randi Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314172	Gerald Gappmayer	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000314184	Angela Kirsling	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000314187	Lien Le	Application	None	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000314201	Judy H Gardner	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000314230	Laura Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314232	Linda Terry	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.78
INC000000314258	Sharon Holmes	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000314267	Laura Ramos	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
	Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.98
INC000000314280	Jon Brewer	Application	Error	JavaPC		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05

Workforce Services

INC000000314284	Brian Smith	Application	Error	JavaPC	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000314300	Maria Nak	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000314329	Rebecca D Anderson	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314337	Michelle Allen	Application	Error	Utah Works	TIR Missed: Yes	TIR:	6.59
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.59
INC000000314346	Melinda Bevan	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314366	Heidi Hammer	Application	Reporting	None	TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000314376	Vanessa Lindquist	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000314391	Gerald Gappmayer	Network	Performance	None	TIR Missed: No	TIR:	0.46
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000314398	Blake Bingham	Network	Performance	None	TIR Missed: No	TIR:	0.37
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000314410	Lorelei Church	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314450	Lynette Baker	Application	Error	Utah Works	TIR Missed: Yes	TIR:	3.20
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.20
INC000000314459	Beckie Turner	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.54
INC000000314460	Barbara McElhinney	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	9.42
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.42
INC000000314461	Carol Lowman	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000314464	Annette Schvaneveldt	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000314465	Keith Frank	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000314466	Jeff Dart	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000314468	Judianne Collins	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000314470	Doralie Gale	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314471	Steven Bryan	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314472	Tammy Berrie	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314476	Iris Pruneda	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314477	Gilberto Vigil	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000314481	Nathan Dopp	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314483	Jeanne Moore	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314485	David Busk	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000314489	Dave Herrera	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314492	Jeris Shira	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314493	Jean Fisher	Application	Error	Utah Works		TIR Missed: Yes	TIR: 3.84
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.84
INC000000314495	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314496	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314497	Jennifer Herbert	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314500	Crecia Baker	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000314502	Jan Chumbley-Gardner	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:

Workforce Services

INC000000314503	Sharon Pantone	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314504	Dawna Blackett-Lopez	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314505	Penney Chipp	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314506	Lea Betty	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314508	Anna Bettis	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314513	Dawna Blackett-Lopez	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314514	Ryan Reeder	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
Application Support - EREP	David Moffitt		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314534	Shawn Mansell	PC/Laptop	Error	None	TIR Missed:	No	TIR:	0.30
Metro D North Desktop Support	Don Higgs		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000314551	Debbie Sparks	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314555	Sandy Flores	Application	Reporting	Utah Works	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314556	Sherry Stevens	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314558	Debbie Sparks	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314561	Debbie Sparks	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314563	Kevin Burt	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000314564	Chue Yang	PC/Laptop	Password	None	TIR Missed:	No	TIR:	0.02
Metro A Desktop Support	Mike Beynon		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000314565	Juan Flores Esmenjaud	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.33
INC000000314568	Matthew Larsen	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.01

Workforce Services

INC000000314569	Cindy Adams	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.14
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.19
INC000000314576	Shawn Mansell	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.07
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08
INC000000314586	Angela Kirsling	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.01
INC000000314589	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000314593	Kathaleen Williams	PC/Laptop	Password	None			TIR Missed: Yes	TIR:	3.41
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	8.72
INC000000314606	DeeDee Fleming	Application	Error	Utah Works Web Site			TIR Missed: Yes	TIR:	16.29
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	16.29
INC000000314612	Beckie Turner	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.80
INC000000314614	Susan Weaver-Levet	Application	Reporting	Content Manager			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.07
INC000000314636	Michelle Mileski	Application	Reporting	Content Manager			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000314648	David Whiteside	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000314651	Cathy Swain	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000314652	CindaLee Hall	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000314654	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000314657	Carolyn Rowland	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000314661	Janice Bitsoie	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000314662	Trish West	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000314664	Gaylinn Frandsen	Application	Error	OpenOffice.org			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.36

Workforce Services

| INC000000314665 | Melanie Decker | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314669 | Mary Conder | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314672 | Victor Angeles | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314675 | Maritza Rojas-Erickson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314676 | Lisa Ward | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314680 | Peggy Barton | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314686 | Nicole King | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314688 | Kimberly Washburn | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314690 | Shawn Mansell | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314694 | Lisa Butler | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.11 |

| INC000000314699 | Rebecca Weston | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314700 | Debra Warrington | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314702 | Joy Majors | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314708 | Janice Bitsoie | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314709 | Pamela McIntyre | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314711 | Shauna Vigil | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000314713 | Blake Bingham | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

Workforce Services

INC000000314721	Vilma Flores	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000314725	Arlene Beckstead	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.28
INC000000314729	Luis Gatica	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314739	Becky Chambers	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314740	Jenny Jensen	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.54
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.54
INC000000314741	Nicole King	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314745	Celia Ferrell	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314747	Trish West	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314748	Mary Conder	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314750	Annmarie Hale	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.16
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.16
INC000000314751	Joseph Knudson	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	1.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 1.11
INC000000314753	Jefferson Barrett	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314754	Sherry Bird	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:
INC000000314759	Becky Williams	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.09
INC000000314771	Lisa Roman	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 0.00
INC000000314785	Janet Jolley	Application	None	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 2.08
INC000000314799	Joyce Burningham	Telecom	Feature	None	TIR Missed:	No	TIR:	0.20
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR: 3.45

Workforce Services

Incident	Name	Type	Category	Item	TIR Missed	TIR		TTR Missed	TTR
INC000000314820	Carrie Peterson	None	None	None	No	0.00		No	
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed				
INC000000314822	Mark Knold	Application	Reporting	Internet Explorer	No	0.00		No	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed				
INC000000314844	Grazyna Janeczko	PC/Laptop	Hardware	None	Yes	1.47		No	1.48
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed				
INC000000314846	Penni Dehaan	PC/Laptop	None	None	Yes	1.07		No	1.13
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed				
INC000000314849	Matthew Larson	Application	Reporting	None	No	0.83		No	3.40
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved				
INC000000314854	Donna Ferrozzo	Application	None	None	No	0.56		No	3.65
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved				
INC000000314860	Sandy Flores	Application	Error	Content Manager	No	0.00		No	0.05
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed				
INC000000314862	David Maxfield	Application	Error	Utah Works	No	0.00		No	0.35
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed				
INC000000314874	Pamela McIntyre	Application	Reporting	Utah Works	No	0.00		No	0.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed				
INC000000314891	CindaLee Hall	Application	Error	None	No	0.00		No	0.21
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed				
INC000000314901	Abrial Marroquin	Application	Error	Content Manager	No	0.32		No	0.48
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed				
INC000000314902	Steven Smith	Network	Password	Novell Client for 32-bit Windows	No	0.00		No	0.30
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed				
INC000000314926	Maria Torres	PC/Laptop	None	None	No	0.09		No	0.92
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed				
INC000000314927	Michelle Bristol	Application	Error	Utah Works	Yes	2.62		No	2.62
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed				
INC000000314930	Colleen Jamison	Application	Error	Utah Works	Yes	4.15		No	4.23
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed				
INC000000314945	Kathaleen Williams	Application	Error	Utah Electronic Resource and E	Yes	1.24		No	1.24
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed				
INC000000314949	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	No	0.00		No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed				

Workforce Services

INC000000314957	Clyde D Hansen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314967	Beckie Turner	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314972	Paul Johnston	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314977	Laurie Ocobock	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314987	Colleen Johnson	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000315004	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.83
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000315005	Dana Parke	Application	Reporting	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000315008	Patti Sellers	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000315010	Bryan Kessinger	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000315018	Jamie Escobia	Application	Error	JavaPC		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000315019	Bryan Kessinger	Application	Error	JavaPC		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000315043	Peggy Duncan	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000315053	Forest Turner	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000315082	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315090	Eden Johnson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000315108	Jennifer Domenici	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.12
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.36
INC000000315127	Sarah Smith	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000315135	Jenine Wood	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	12.56
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	12.56
INC000000315145	Laura Uitto	Network	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.89
INC000000315154	Lela King	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000315191	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000315194	Kerry Herrmann	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.47
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.47
INC000000315235	Jode Littlepage	Application	Error	State Payroll System		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.13
INC000000315245	Lynette H Smith	Application	Error	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000315259	Mary Gehman-Smith	Application	Reporting	None		TIR Missed:	Yes	TIR:	1.56
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.56
INC000000315260	Mary Gehman-Smith	Application	Reporting	None		TIR Missed:	No	TIR:	0.21
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.21
INC000000315266	Valerie Argyle	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000315276	Bill Goodwin	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.04
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.07
INC000000315288	John Paul	Telecom	None	None		TIR Missed:	Yes	TIR:	1.11
Application Support - APEX	Bonnie Snider	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	1.11
INC000000315289	Scott Smith	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.11
Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.53
INC000000315300	Traci Cahill	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.13
INC000000315308	Kimberly Reyburn	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.08
INC000000315313	Miri Parker	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.32
INC000000315320	Jennifer Edwards	Application	Password	Novell Messenger		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed:	No	TTR:	0.08

Workforce Services

| INC000000315359 | Lonna G Wight | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.32 |

| INC000000315367 | Jacquelyn Harris | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315383 | Sandra Pyper | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.16 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.16 |

| INC000000315388 | Rebecca Murdock | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315397 | Lynette H Smith | Application | Error | DWS Intranet | TIR Missed: No | TIR: | 0.26 |
| | Application Support - Web Dev | Chad Thompson | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.26 |

| INC000000315403 | Nancy Galt | Application | Error | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |

| INC000000315429 | Gabby Klawitter | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315447 | Jeff Shockley | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315469 | Jodie Gallegos | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.52 |

| INC000000315471 | Clayton Taylor | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.33 |

| INC000000315475 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Jed Patrick | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315483 | Thomas Bore | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.39 |
| | Help Desk | Eileen Dubach | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.39 |

| INC000000315502 | Ayelen Ottonelli | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315530 | Brian Prettyman | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.74 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.37 |

| INC000000315534 | Sarah Lu | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Doug Brown | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315545 | Jacqueline Gene | Application | Error | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000315566 | Michael Barrett | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.28 |
| | Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.15 |

Workforce Services

INC000000315567	Daniel Tate	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	7.51
INC000000315579	Drew Maxfield	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000315599	Dennie Tsuya	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	14.41
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	14.41
INC000000315601	Lisa Henrie	PC/Laptop	Error	PGP		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.66
INC000000315625	Debbi Warmus	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000315641	Joy Majors	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	TIR:	82.59
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	82.59
INC000000315644	Kathryn Neibert	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315646	Sheila Sarten	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000315650	Sharon Holmes	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315652	Kim Wilcox	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315654	Crecia Baker	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315658	Anna Bettis	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315678	Neil Stevens	Network	Performance	None		TIR Missed:	No	TIR:	0.86
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.86
INC000000315692	Jan Chumbley-Gardner	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000315700	Dominka Hajnova	Network	Performance	None		TIR Missed:	No	TIR:	0.58
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.58
INC000000315704	Leslie Judd	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000315706	Tara Hodges	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000315725	Trudy Ellis	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315727	Kim Auberger	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.12
INC000000315743	Shawna Werner	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.16
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.16
INC000000315762	Clo Towers	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315764	Shawna Werner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.72
INC000000315766	Christine Mayne	Application	Error	Utah Works		TIR Missed: Yes	TIR:	12.42
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	12.51
INC000000315771	Kenneth Martinez	Application	Error	Utah Works Web Site		TIR Missed: Yes	TIR:	14.86
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.86
INC000000315780	Susan Etzel	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315787	Patrea Faulkner	Remote Connectivity	Performance	Cisco AnyConnect VPN Client		TIR Missed: Yes	TIR:	2.16
	Network Operations	Kelli Okumura	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.16
INC000000315793	Colleen Fitzgerald	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.39
INC000000315794	Christine Mayne	Application	Error	Utah Works		TIR Missed: Yes	TIR:	14.49
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.49
INC000000315805	David Busk	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000315837	Sarah Smith	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.82
INC000000315877	Brandon Street	Application	Password	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315903	Crystal Beck	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000315922	Veronica Comandone	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000315924	Kristi Manseau	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05

Workforce Services

INC000000315941	Yvette Woodland	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000315962	Jo Jacobsen	Application	Error	Utah Works	TIR Missed: Yes	TIR:	11.84
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	11.84
INC000000315980	Jason Teuscher	Application	Error	Utah Works	TIR Missed: No	TIR:	0.30
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000315983	Irwin Purcell	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.09
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000315985	Penni Dehaan	Application	None	None	TIR Missed: No	TIR:	0.53
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.89
INC000000315986	Rebecca Weston	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000315993	Dorothy Hall	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.34
INC000000315996	Susy M Westphal	Application	Error	None	TIR Missed: No	TIR:	0.65
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000316004	Mark Wimber	Application	Error	None	TIR Missed: No	TIR:	0.18
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000316006	Milo Pew	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316007	Linda Hansen	Application	Error	None	TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000316009	Laura Carter	Application	Error	None	TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000316010	Paula Johns	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000316014	Lisa C Peterson	None	None	None	TIR Missed: Yes	TIR:	5.56
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.56
INC000000316016	Susana Rollins	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000316022	Gina Heiner	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000316027	Michelle Mileski	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02

Workforce Services

INC000000316036	Jenny Barrow	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000316042	Stacy Stenovich	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000316044	Joan Price	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000316053	Diane Nielsen	Application	None	None		TIR Missed: Yes	TIR:	1.71
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.69
INC000000316054	Suzie Yeates	None	None	None		TIR Missed: Yes	TIR:	4.73
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.73
INC000000316069	Chris Gordon	Application	Reporting	FrontEnd		TIR Missed: Yes	TIR:	1.33
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.38
INC000000316076	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316077	Lisa Ward	Application	Reporting	Symantec AntiVirus		TIR Missed: No	TIR:	0.62
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70
INC000000316098	Wendy Edwards	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000316121	Dyann Smoot	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000316127	June Bradfield	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000316135	Joseph Mitchell	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000316140	Judy H Gardner	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316145	Debbie Sheldon	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316163	Penni Dehaan	None	None	None		TIR Missed: No	TIR:	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000316204	Clo Towers	Application	Password	Medicaid Managed Information		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316206	Jolene Costigan	None	None	None		TIR Missed: No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

| INC000000316219 | Karin Allen | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.10 |
| Metro A Hosting | Jeff Bartholomew | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.10 |

| INC000000316223 | Sheila Belnap | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.15 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.88 |

| INC000000316229 | Cathy Maynard | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.05 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.16 |

| INC000000316235 | Katie Hanway | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.25 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.25 |

| INC000000316239 | Norma Pech-Rousin | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.02 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.76 |

| INC000000316240 | Jacki Randolph | Network | Error | Novell ConsoleOne | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000316242 | Jacquelyn Harris | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.04 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.75 |

| INC000000316257 | Sheila Belnap | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.60 |

| INC000000316258 | LeAnn Hatfield | Mobile Devices | Error | iPhone | TIR Missed: No | TIR: | 0.27 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.51 |

| INC000000316274 | Denise Pierson | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.21 |

| INC000000316276 | Cathy Maynard | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000316278 | DeeAnn Shumway | Application | None | None | TIR Missed: No | TIR: | 0.16 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.16 |

| INC000000316282 | DeeAnn Shumway | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.12 |

| INC000000316284 | Janene Pearce | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.56 |
| Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.56 |

| INC000000316285 | Mary Ann Keefer | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Network Operations | J. L. Flack | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000316308 | Tamera Smith | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000316310 | Trisha Ocasio | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.53 |

Workforce Services

INC000000316318	Nan Powell	Network	Incident	None		TIR Missed: No	TIR:	0.24
Network Operations	Jack Bridwell	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000316322	Elaine Jensen	Remote Connectivity	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316325	Jean Sykes	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000316326	Jamie Escobia	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316361	Freddie Ann Stevenson	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316363	Christian Ulberg	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000316367	Janae Parker	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316372	Kelly Green	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.03
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000316374	Aaron Aders	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.80
INC000000316381	Steven Smith	None	None	None		TIR Missed: No	TIR:	0.12
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.74
INC000000316384	Jamar Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.22
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000316398	Lynda R Myore	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000316407	Jenny Sweetland	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316409	Trudy Ellis	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	
INC000000316414	Clyde D Hansen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316420	Tricia Fuhriman	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Hosting	Keith Scholl	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000316467	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.10

Workforce Services

INC000000316468	Shelley Esplin	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316470	Colleen Johnson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000316471	Christopher Durbin	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000316473	Lesa Westfall	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000316474	Kenneth G Allen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000316497	Jonathan R Fatz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000316499	Heather M Williams	Application	Error	Content Manager		TIR Missed: No	TIR:	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000316501	Chris Banks	Network	None	None		TIR Missed: No	TIR:	0.20
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000316505	Chris Banks	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316536	Joanna McNamee	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.81
INC000000316570	Cindy Bertagnolli	None	None	None		TIR Missed: No	TIR:	0.15
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000316578	Jeff Shockley	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316591	Kenneth Martinez	PC/Laptop	Virus	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000316599	Josh Gregersen	None	None	None		TIR Missed: No	TIR:	0.25
	Application Support - Data Warehou	Shana Shirts	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.93
INC000000316628	Diane Lovell	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.44
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.59
INC000000316630	Jimmy Smith	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000316634	Malida Stram	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000316638	Brenda Duvall	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000316689	Lisa D Dowling	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000316708	Maria Hernandez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000316709	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000316725	Dan Marrs	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.47
INC000000316732	Connie Dumas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.54
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.95
INC000000316733	Nan Powell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.50
INC000000316781	Jeri Uresk	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.04
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.04
INC000000316802	Terrie Bouck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.08
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000316845	Cindy Bertagnolli	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.29
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.29
INC000000316852	Rebecca D Anderson	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000316861	Mark Wimber	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000316876	Tara Connolly	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000316879	Irina Pierpont	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.39
INC000000316884	Rebecca D Anderson	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000316924	Sheila Belnap	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000316930	Michelle Mileski	Application	Error	Utah Works		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.22

Workforce Services

INC000000316938	Troy Evans	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000316947	Dustin Townsend	Application	Error	Novell iPrint	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000316948	Dyann Smoot	Application	Error	Novell iPrint	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000316976	Kandi Kutkas	Application	Error	DWS Web	TIR Missed: No	TIR:	0.19
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000317018	David Busk	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000317027	Christopher Durbin	Application	Error	Adobe Reader	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.08
INC000000317037	Carmen Bowles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000317081	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000317112	Tamera Smith	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000317124	Sheryl Nisely	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000317129	Theresa R Wheatley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000317156	Gabe Hooley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.97
INC000000317160	Katie Trillo	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.34
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000317163	Susan Kirby	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.29
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000317169	Kirsten Martin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000317197	Ayelen Ottonelli	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.28
INC000000317209	Terri Waters	None	None	None	TIR Missed: No	TIR:	0.45
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45

Workforce Services

INC000000317216	Briee Lenhart	Application	Password	PGP		TIR Missed: No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000317234	Michael Barrett	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	2.59
Application Services	Tony Larsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	4.57
INC000000317266	Irina Pierpont	Wireless Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000317278	Ryan Budge	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.02
INC000000317283	Katie Hanway	None	None	None		TIR Missed: Yes	TIR:	12.95
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	12.95
INC000000317289	Bill Montague	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.24
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.97
INC000000317326	Al Yardley	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000317370	Karen Gardner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000317374	Tony Granados	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000317382	Kathy Franson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.01
INC000000317398	Danette Groesbeck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.19
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000317442	Spencer Larsen	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000317448	Nan Powell	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000317449	Kristi Manseau	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000317479	Elizabeth Cheney	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.16
INC000000317487	Marilyn Wallis	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.06
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.40
INC000000317508	Alan Pettersson	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19

Workforce Services

| INC000000317510 | Jodie Gallegos | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.62 |

| INC000000317517 | Robert Van Vliet | Print/Copy/Scan/Fax | Incident | None | TIR Missed: Yes | TIR: | 2.75 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.92 |

| INC000000317524 | Mary Oliver | Application | Error | Novell GroupWise | TIR Missed: No | TIR: | 0.26 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.37 |

| INC000000317534 | Debra Mace | PC/Laptop | Hardware | None | TIR Missed: Yes | TIR: | 6.07 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 9.26 |

| INC000000317537 | Christina Lloyd | PC/Laptop | Hardware | None | TIR Missed: Yes | TIR: | 1.08 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.68 |

| INC000000317539 | Aaron Aders | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317553 | Ashley Baker | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.35 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.35 |

| INC000000317579 | Lynn Adams | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.22 |

| INC000000317621 | Michelle Bristol | Application | Error | None | TIR Missed: No | TIR: | 0.20 |
| | Application Services | Ken Ainge | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.31 |

| INC000000317628 | Stephen Nebeker | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.11 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |

| INC000000317654 | Suzie Yeates | Application | Error | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| | Application Services | Martin Gonzalez | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.04 |

| INC000000317660 | Raylyn Tucker | Application | Error | Novell GroupWise 32-bit Window | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.70 |

| INC000000317666 | Sharon Peake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317667 | Sharon Peake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | John Robinson | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317716 | Jeff Shockley | Remote Connectivity | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000317722 | Rowena York | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.07 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.15 |

| INC000000317726 | Pam Malone | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.42 |

Workforce Services

| INC000000317789 | Shaylyn Christensen | Application | Error | JavaPC | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000317805 | Yalonda House | Application | Reporting | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000317811 | Donna Ferrozzo | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.13 |

| INC000000317825 | Mike Rice | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | TIR: | 0.15 |
| Metro A Hosting | Tom Carney | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.15 |

| INC000000317842 | Kathleen Leiker | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317848 | Melissa Presley | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317849 | Gaylene Pebley | Application | Error | Microsoft Word | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317852 | Theresa R Wheatley | Application | None | Novell GroupWise | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.72 |

| INC000000317854 | Susan Etzel | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317855 | Rebecca Sangberg | Application | Error | Microsoft Excel | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317868 | Christina Dahn | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317872 | Bonnie L Kelsey | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317878 | Phay Panh | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317880 | Osman Ahmed | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317883 | Jacquelyn Harris | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317887 | Brian Young | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000317890 | Sandra Pyper | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000317893	Michael Fawks	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000317903	Irina Pierpont	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.26
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.88
INC000000317917	Kim Auberger	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000317918	Khalid Khoshal	Network	None	None		TIR Missed: No	TIR:	0.59
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.81
INC000000317924	Helen Hadad	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.19
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.64
INC000000317930	Deann Cardon	None	None	Content Manager		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.66
INC000000317941	Sefik Feukic	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000317963	Christine Nelsen	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.09
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.39
INC000000317966	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000317997	Tamara Anton	Network	None	None		TIR Missed: No	TIR:	0.57
Enterprise Security	Bart Grant	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.87
INC000000318004	Debbie Sheldon	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000318014	Wendi Jo Knighton	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.12
INC000000318019	Seth Balls	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.13
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.13
INC000000318028	Kim Auberger	Application	Password	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000318050	Rebecca D Anderson	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000318066	Kristen Cox	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	Workforce Services	High	Resolved		TTR Missed: N/A	TTR:	
INC000000318066	Kristen Cox	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.20
Application Services	Martin Gonzalez	Workforce Services	High	Resolved		TTR Missed: N/A	TTR:	

Workforce Services

| INC000000318096 | Doris Robinson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Vicky Marrelli | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318153 | Graham Murphy | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Capitol Hosting | Conn Peterson | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318172 | Nathan Dopp | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 12.48 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 12.48 |

| INC000000318175 | Jared Fowers | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318178 | Kelly Farley | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318180 | Sandra Evans | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318187 | Amy Larsen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318190 | Michelle Phillips | None | None | None | TIR Missed: No | TIR: | 0.23 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.23 |

| INC000000318194 | Crystal Beck | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318203 | Laurie Ocobock | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.14 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 5.90 |

| INC000000318229 | Yvette Henderson | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Hosting | Jeff Bartholomew | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.01 |

| INC000000318242 | Emmalee Hunt | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.41 |

| INC000000318252 | Dennis Broad | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000318255 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318259 | Rob Luckau | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.25 |

| INC000000318265 | Malida Stram | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.19 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000318277 | Raylyn Tucker | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.14 |
| | Application Support - Content Mana | Nate Olson | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

Workforce Services

INC000000318282	Gina Stavros	PC/Laptop	None	None		TIR Missed:	Yes	TIR:	2.59
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	4.21
INC000000318294	Jacob Hartley	None	None	None		TIR Missed:	No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000318298	Linda Church	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000318304	Amy Larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318316	Shawna Gelhard	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000318320	Robert Chambers	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.36
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.36
INC000000318323	Verlin Christensen	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.03
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.12
INC000000318331	Heather M Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.18
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.18
INC000000318336	Patricia Torres	Application	Error	Kofax ImageControls		TIR Missed:	No	TIR:	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.12
INC000000318350	Darla Roberts	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000318355	Dorothy Hall	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000318359	Brooke LaFazia	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.04
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.30
INC000000318366	Amber Jackson	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000318372	Jaimie Druk	Application	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000318376	Danette Groesbeck	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.83
INC000000318379	Ralph Laub	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.03
INC000000318385	Aly Scovil	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	

Workforce Services

INC000000318397	Heather Fidler	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000318398	Melissa Beagley	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.10
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.10
INC000000318403	Tammy M Cole	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000318407	Alan Dennis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.30
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000318413	Lance Soffe	PC/Laptop	None	None	TIR Missed: Yes	TIR:	1.39
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.76
INC000000318414	Sariah Roberts	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000318426	Sonya Erickson	None	None	None	TIR Missed: No	TIR:	0.19
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000318429	Sarah Smith	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000318440	Michelle Dalley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000318463	Giselle Jackson	PC/Laptop	None	None	TIR Missed: No	TIR:	0.94
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.29
INC000000318474	Holli Turner	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000318476	Carol Hansen	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000318496	Tonia Jones	Network	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000318514	Yalonda House	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000318524	Janet Howes	Application	Error	None	TIR Missed: No	TIR:	0.21
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000318545	Cindy Bertagnolli	Application	Error	None	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000318552	Tim Davies	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

| INC000000318556 | Ammi Tracy | Application | Error | DWS Web | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.89 |

| INC000000318571 | Cameron J Warner | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.54 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.57 |

| INC000000318594 | Cathy Iriart | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.02 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000318606 | Helen Draper | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.09 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.24 |

| INC000000318618 | Pokhui H Walters | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.26 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.26 |

| INC000000318654 | Carolyn Parsons | Network | Password | Novell Client for 32-bit Windows | TIR Missed: Yes | TIR: | 7.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Medium | Resolved | TTR Missed: Yes | TTR: | 7.00 |

| INC000000318654 | Carolyn Parsons | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.03 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Medium | Resolved | TTR Missed: Yes | TTR: | 7.00 |

| INC000000318656 | Dean Godfrey | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.60 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.80 |

| INC000000318666 | Connie I Fowler | Application | Password | Kofax ImageControls | TIR Missed: No | TIR: | 0.53 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.50 |

| INC000000318676 | Connie I Fowler | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.35 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.57 |

| INC000000318685 | Michelle Wright | None | None | None | TIR Missed: Yes | TIR: | 5.91 |
| | Application Support - EREP IA | Amberly Hoang | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.91 |

| INC000000318691 | Holly Tanner | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 26.85 |
| | Application Support - EREP IA | Amberly Hoang | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 26.85 |

| INC000000318693 | Launi Milligan | Application | Error | None | TIR Missed: Yes | TIR: | 5.85 |
| | Application Support - EREP IA | Amberly Hoang | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.85 |

| INC000000318699 | Cathy Maynard | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000318715 | Steven Vorasane | None | None | None | TIR Missed: No | TIR: | 0.22 |
| | Application Support - APEX | Bonnie Snider | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.22 |

| INC000000318724 | Rebecca Smith | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 3.15 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.15 |

| INC000000318751 | Andrea Bo | Application | Error | Microsoft Excel | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.57 |

Workforce Services

| INC000000318765 | Ann Durrant | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.78 |

| INC000000318771 | Ann Durrant | Telecom | IP | None | TIR Missed: No | TIR: | 0.73 |
| | Network Operations | J. L. Flack | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.93 |

| INC000000318781 | Spencer Larsen | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.58 |

| INC000000318783 | Rebecca Weston | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.35 |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.41 |

| INC000000318788 | Kamron Dalton | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.50 |

| INC000000318798 | Cheryl Bakker | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.10 |
| | Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.44 |

| INC000000318810 | Dimang Chao | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000318832 | Lea Betty | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 47.12 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 47.12 |

| INC000000318834 | Danette Groesbeck | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 47.10 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 47.10 |

| INC000000318849 | Lisa Ward | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.09 |

| INC000000318853 | Jeffrey Creer | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.06 |

| INC000000318900 | Jaylyn Hatch | PC/Laptop | Performance | None | TIR Missed: Yes | TIR: | 1.32 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.05 |

| INC000000318901 | Mary Ann Bird | Application | Reporting | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.10 |

| INC000000318924 | Kirsten Martin | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000318929 | Julia Story | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.48 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.48 |

| INC000000318930 | Jennifer Meyer-Smart | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000318934 | Theresa R Wheatley | Wireless Connectivity | Error | None | TIR Missed: No | TIR: | 0.90 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.55 |

Workforce Services

INC000000318938	Janet Jolley	Application	Error	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000318946	Dane Hanvey	Application	Error	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000318949	Joe Edman	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000318951	Darren Rogers	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319028	Ryan Budge	None	None	None	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000319034	Cliftia Johnson	Network	Incident	None	TIR Missed:	No	TIR:	0.38
	Network Operations	Brant Davis	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.38
INC000000319036	Colby Hargis	Application	Error	Novell ConsoleOne	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000319043	Paula Peterson	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000319050	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319054	Paula Bowen	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.06
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000319072	Piper Leon	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319077	Pamela Surakhun	Network	None	None	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319087	Imaan Bilic	PC/Laptop	Virus	None	TIR Missed:	Yes	TIR:	1.35
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.87
INC000000319092	Kathy Lahey	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000319093	Karen Guymon	Remote Connectivity	Error	None	TIR Missed:	No	TIR:	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000319094	Angel Pickett	Application	Reporting	None	TIR Missed:	No	TIR:	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000319114	Helen Hadad	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.63
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.64

Workforce Services

| INC000000319115 | Rebecca D Anderson | Application | Error | Adobe Reader | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000319132 | Joyce Burningham | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Jed Patrick | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000319148 | Cindy Bertagnolli | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.30 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.30 |

| INC000000319156 | Karen Quackenbush | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.41 |
| | Voice Operations | Britany Finlay | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 7.28 |

| INC000000319161 | Tyler Massey | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.44 |

| INC000000319163 | Heather Loertscher | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.68 |

| INC000000319190 | Wendy Edwards | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.27 |

| INC000000319214 | Jaimie Druk | Print/Copy/Scan/Fax | Incident | None | TIR Missed: Yes | TIR: | 1.42 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.83 |

| INC000000319232 | Dorothy Hall | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000319246 | Tricia Mecham | Telecom | Voice Mail | None | TIR Missed: No | TIR: | 0.01 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000319250 | Randi Carter | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.27 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.27 |

| INC000000319258 | Tammy Berrie | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.02 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.24 |

| INC000000319273 | Janet Butterfield | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000319277 | Sharon Holmes | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.20 |

| INC000000319296 | Barbara Larsen | Application | Error | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000319303 | Mark Evans | Application | Error | Computerized Unemployment B | TIR Missed: Yes | TIR: | 2.44 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.84 |

| INC000000319304 | Holli Turner | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.52 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.88 |

Workforce Services

INC000000319306	Sallie Muir	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.83
INC000000319312	Connie Shearwood	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.61
INC000000319322	Mary Ann Bird	Network	Password	ZENworks for Desktops		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000319352	Cheryl Bakker	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319357	Sterling Bradshaw	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319360	Cindy Lehmann	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319362	Dennis Canning	Application	Error	None		TIR Missed: Yes	TIR:	1.26
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.58
INC000000319372	Jaimie Druk	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.35
INC000000319379	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319391	Debra Nordfelt	Wireless Connectivity	Error	None		TIR Missed: Yes	TIR:	4.93
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.93
INC000000319403	Jeana Whitlock	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.45
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.94
INC000000319404	Raylyn Tucker	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.19
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000319414	Lisa Roman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000319415	Brenda Johnson	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000319423	Jana Kano	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000319425	Dimang Chao	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.13
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.57
INC000000319445	Carrie Peterson	None	None	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.43

Workforce Services

INC000000319448	Lynette Baker	Application	Password	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319464	Ellen Dixon	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR:	1.12
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.50
INC000000319476	Gabriella Cubas	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000319528	Veronica M Valadez	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000319541	Melissa Presley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319577	Debbie Herr	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319590	Matthew Stratton	Telecom	Area Code	None		TIR Missed: No	TIR:	0.53
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.02
INC000000319603	Helen Draper	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.45
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.13
INC000000319626	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319628	Andrea Henderson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.18
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000319651	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319674	David Chatterley	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.19
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70
INC000000319680	Ingrid Alvarado-Hamilton	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.47
INC000000319688	Amber Hadley	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	0.25
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000319700	Kathy Koller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319703	Lynette Baker	Application	Error	Content Manager		TIR Missed: No	TIR:	0.45
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000319706	Robin Parker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000319710	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319711	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319713	Joanna McNamee	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319716	Clint Gray	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319719	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319721	Yvette Woodland	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319723	Shelley Esplin	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319724	Wayne Fillmore	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319725	John Paul	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319726	Shelley Esplin	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319727	Joanna McNamee	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319728	Rebecca D Anderson	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000319734	Ryan Betts	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.95
INC000000319737	Wendy M Hughes	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.01
INC000000319738	Carolyn Nay	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.02
INC000000319739	Penney Chipp	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.88
INC000000319746	Susan Smyth	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.98

Workforce Services

INC000000319750	Marie Higgins	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.43
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.72
INC000000319751	Anne Gilbert	Application	Error	Content Manager		TIR Missed: No	TIR:	0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000319783	Milagros Santos	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000319789	Mary Cavanaugh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000319798	Nathan Dopp	None	None	Utah Works		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000319817	Jenica Sheldon	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.77
INC000000319872	Yalonda House	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319894	Jennifer Domenici	None	None	None		TIR Missed: Yes	TIR:	4.14
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.31
INC000000319910	Sheila Oelerich	None	None	None		TIR Missed: No	TIR:	0.37
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000319915	Karen Gardner	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.19
INC000000319923	Sterling Bradshaw	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319933	Rebecca Murdock	Application	Error	None		TIR Missed: No	TIR:	0.39
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.53
INC000000319943	Janet Jolley	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000319944	Kathy Hintze	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319946	Kathy Hintze	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319947	Kathy Hintze	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319948	Susan Pierson	Application	Error	DWS Web		TIR Missed: No	TIR:	0.03
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.62

Workforce Services

INC000000319949	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319950	Felicia Kinder	PC/Laptop	None	None	TIR Missed: Yes	TIR:	4.25
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.25
INC000000319951	Joe Edman	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000319952	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319953	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319955	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319956	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319957	Merrill Black	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000319958	Kathy Hintze	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319960	Steven Smith	Telecom	Feature	Telephone	TIR Missed: No	TIR:	0.08
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.17
INC000000319962	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000319970	Piper Leon	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319971	Kris Bradley	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319981	Kendra Wimmer	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000319993	Julie Beagley	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000320013	Penni Dehaan	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320025	Devin Patrick	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08

Workforce Services

| INC000000320027 | Debbie Zaugg | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.94 |

| INC000000320054 | Charise Asleson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000320057 | Charise Asleson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000320061 | Laurie Johnson | None | None | Jail Executive Management Sys | TIR Missed: No | TIR: | 0.00 |
| | Metro C Help Desk | Ross Owen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000320097 | Verolinda Granados | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.08 |

| INC000000320098 | Darwin Kocherhans | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.07 |

| INC000000320104 | Rachel Hancock | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000320123 | Shonie Barker | Network | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Network Operations | Brian Chatwin | Workforce Services | High | Resolved | TTR Missed: No | TTR: | 0.34 |

| INC000000320178 | Helen Draper | Telecom | CrossTalk/Noise/Static | Telephone | TIR Missed: No | TIR: | 0.33 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.75 |

| INC000000320303 | Leslie Judd | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000320323 | Todd Neff | Application | Error | State Payroll System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.21 |

| INC000000320328 | Becki Bryce | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |

| INC000000320329 | Sallie Muir | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000320339 | Kathaleen Williams | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Application Support - Content Mana | Randall Ottesen | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.48 |

| INC000000320342 | Eden Johnson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Kathleen Gill | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000320382 | Jim Mansfield | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.79 |

| INC000000320395 | Michael Medley | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.10 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.85 |

Workforce Services

INC000000320425	Linda Wallentine	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	TIR:	0.31
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000320446	Ioana Tooala	Network	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.52
INC000000320452	Sara Hudgins	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000320464	Sallie Muir	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000320476	Vanessa Lindquist	Application	Error	Utah Works		TIR Missed: No	TIR:	0.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000320497	Jennifer Domenici	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.91
INC000000320499	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320501	Janet Jolley	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000320502	Lora Braden	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000320504	Janet Jolley	Application	Error	PGP		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000320507	Crecia Baker	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000320508	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320513	Patrick Concepcion	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000320536	Rachael Stewart	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320539	Rachael Stewart	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320543	Rachael Stewart	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320544	Rachael Stewart	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000320547	Rachael Stewart	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000320555	Annie Granger	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.17
INC000000320570	Dane Hanvey	Application	Reporting	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.01
INC000000320605	Linda Larsen	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000320613	Kelly Faraone	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.96
INC000000320627	Alla Zilbershteyn	Application	Error	Content Manager	TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.24
INC000000320635	Melisa Stark	Telecom	None	None	TIR Missed: Yes	TIR:	1.07
	Application Services	Dustin Crump	Workforce Services	Low Resolved	TTR Missed: No	TTR:	3.46
INC000000320646	Shawn Jolley	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.02
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.07
INC000000320663	Tricia Mecham	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR:	
INC000000320667	Brent Fife	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR:	
INC000000320668	Jennifer Domenici	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.07
INC000000320671	Lisa D Dowling	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low Resolved	TTR Missed: No	TTR:	
INC000000320679	Terry Lisonbee	Application	Reporting	None	TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.20
INC000000320680	Stephen Maas	Application	Error	Adobe Reader	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.10
INC000000320683	Annette Schvaneveldt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.00
INC000000320690	Tim Davies	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	TTR:	0.05
INC000000320712	Jeana Whitlock	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	TTR:	2.18

Workforce Services

INC000000320713	Gabby Calero	Application	Password	Novell Messenger	TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000320725	Sonya Erickson	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000320736	Spencer Larsen	Application	Error	None	TIR Missed: No	TIR:	0.93
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.15
INC000000320750	Michelle Deprizio	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.36
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000320762	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320764	Ginger Humphrey	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.62
INC000000320779	Nan Powell	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.43
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000320781	Wendy M Hughes	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000320783	Marina Koker	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000320789	Lisa Weinmuller	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320790	Paula Bowen	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.42
INC000000320794	Marcia J Lea	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.12
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000320797	Steven Coray	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320815	Janet Jolley	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000320822	Raylyn Tucker	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	1.90
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.90
INC000000320859	Rachael Stewart	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.38
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000320864	Spencer Larsen	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07

Workforce Services

Incident	Customer / Group	Category	Type / Affected Service	CI	Impact / Status	TIR Missed	TIR	TTR Missed	TTR
INC000000320870	Betty J Cox	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR: 10.72		
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 10.72		
INC000000320889	Lisa Beglarian	Telecom	IP	None		TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.39		
INC000000320915	Bill Goodwin	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.05		
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09		
INC000000320926	Mandy Petersen	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR: 0.43		
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.90		
INC000000320929	Katrina Evans	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR: 24.48		
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 24.48		
INC000000320933	Debbi Warmus	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00		
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:		
INC000000320934	Lisa Roman	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00		
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:		
INC000000320935	Teresa Gonzales	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00		
	Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:		
INC000000320936	Gary Reid	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00		
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:		
INC000000320937	Dawn Lay	Network	Error	None		TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.15		
INC000000320938	Trish West	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00		
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:		
INC000000320939	Mike Miller	None	None	None		TIR Missed: No	TIR: 0.00		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05		
INC000000320940	Marge Rajski	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00		
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:		
INC000000320959	Iris Pruneda	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00		
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:		
INC000000320972	Ashley Ledbetter	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.21		
INC000000320976	Julie Anderson	Remote Connectivity	Performance	None		TIR Missed: Yes	TIR: 6.58		
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 6.58		
INC000000320983	Crecia Baker	Application	Error	DWS Web		TIR Missed: No	TIR: 0.00		
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.45		

Workforce Services

INC000000321005	Dennie Tsuya	None	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321006	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321007	Darren Rogers	Application	Error	Microsoft PowerPoint		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321041	Rod Barlow	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Troy Morris	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321052	Gloria De Vaca	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.08
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000321061	Bill Featherstone	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321066	Helen Draper	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321071	Loggins Merrill	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321073	Kathy Hayden	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321074	Michael Fawks	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321078	Michael Fawks	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321087	Gabriella Cubas	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321115	Milagros Santos	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000321126	David Ostrom	Mobile Devices	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321129	Lisa Henrie	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.15
Voice Operations	Annette Nielsen	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000321140	Heidi Torres	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	7.35
Metro B Desktop Support	Sean Chadbourne	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	7.35
INC000000321148	Doris Adams	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.91

Workforce Services

INC000000321160	Leonardo A Gramajo	Application	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.87
INC000000321174	Karen Gardner	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321179	Stephanie Harding	Application	Error	OpenOffice.org	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.03
INC000000321188	Susan Etzel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321208	Muris Prses	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321229	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321245	Laurel Morris	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000321251	Alleyn Kinney	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321254	Alleyn Kinney	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321262	Tasha Brooks	Telecom	None	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321273	Alleyn Kinney	Application	Reporting	Microsoft Office XP Professiona	TIR Missed: No	TIR:	0.02
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000321275	Charles Amonett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.27
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.80
INC000000321277	Michelle Mileski	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000321278	Brian Thatcher	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000321280	Tiffiny Whitney	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.05
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.03
INC000000321294	Amanda Matravers	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
Capitol Hosting	Conn Peterson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.54
INC000000321295	Marina Koker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.09
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09

Workforce Services

INC000000321298	Alleyn Kinney	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.04
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.55
INC000000321333	Roberta Ivankovich	None	None	None	TIR Missed:	No	TIR:	0.00
Metro D Help Desk	Jed Patrick	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321335	Heather Loertscher	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321377	Loggins Merrill	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321408	Luis Ayala	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000321427	Judy Ward	Application	Error	DWS Web	TIR Missed:	No	TIR:	0.51
Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.51
INC000000321430	CindaLee Hall	Network	Error	None	TIR Missed:	No	TIR:	0.14
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.68
INC000000321433	Susan Etzel	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321443	Jane Randquist	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.26
INC000000321444	Melissa McBride	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321448	Melauni Jensen	None	None	None	TIR Missed:	No	TIR:	0.00
Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.77
INC000000321450	Shauna Heil	Network	Error	Microsoft Windows XP Profession	TIR Missed:	No	TIR:	0.21
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.14
INC000000321451	Sarka Dever	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321466	Michelle Mileski	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.27
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.33
INC000000321478	Lisa Vongthongchit	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	5.73
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.73
INC000000321486	Sarka Dever	PC/Laptop	Performance	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321492	Marina Koker	Application	Error	eFIND/eSHARE	TIR Missed:	No	TIR:	0.07
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.58

Workforce Services

INC000000321502	Wayne Fillmore	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321503	Wayne Fillmore	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321505	Wayne Fillmore	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321506	Ioana Tooala	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321523	Sarka Dever	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321524	Jason Miller	Application	Reporting	Microsoft Office Professional 20		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.49
INC000000321528	Jessica Johnson	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.46
INC000000321529	Ioana Tooala	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000321537	Nancy Sanders	PC/Laptop	Hardware	None		TIR Missed:	Yes	TIR:	2.86
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.86
INC000000321546	Patti Sellers	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.34
INC000000321574	David Brady	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321596	Jonathan Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.41
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.41
INC000000321598	Jonathan Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321601	Judy Mattinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321612	Jeana Whitlock	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000321615	Sydney Christensen	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.36
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.70
INC000000321616	Trevor Earl	PC/Laptop	Performance	Microsoft Office XP Professiona		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.64

Workforce Services

Incident	Requester	Category	Type	Product	TIR Missed	TIR
INC000000321625	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321639	Cindy Bertagnolli	None	None	None	TIR Missed: No	TIR: 0.08
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000321647	Jonathan Mathews	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321660	Kate Besendorfer	None	None	None	TIR Missed: No	TIR: 0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000321663	Noelle Bradford	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 1.38
Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.43
INC000000321683	Sarka Dever	Application	None	DWS Intranet	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321727	Becky Fisher	Telecom	Call Management	Telephone	TIR Missed: No	TIR: 0.55
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.94
INC000000321738	Lisa Ward	Application	None	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.07
INC000000321740	Leonardo A Gramajo	Application	None	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.04
INC000000321757	Carol Guymon	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.26
INC000000321765	Steve Leyba	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.28
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.18
INC000000321768	Gina Boren	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321770	Justin Fowers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000321776	Joy Majors	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.04
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000321810	Becky Fisher	Telecom	Area Code	None	TIR Missed: No	TIR: 0.37
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000321818	Mike Miller	Application	Error	None	TIR Missed: No	TIR: 0.09
Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.60
INC000000321823	Katherine Abel	Application	Error	None	TIR Missed: No	TIR: 0.15
Application Support - APEX	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.50

Workforce Services

Incident	Requester / Group	Category 1	Category 2	CI / Service			TIR Missed / TIR	
INC000000321841	Nancy Gallegos	Application	Password	Utah Master Directory			TIR Missed: No	TIR: 0.36
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.73
INC000000321851	Nancy Gallegos	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.69
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.69
INC000000321855	Nidia Meza	Application	Error	Content Manager			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.00
INC000000321876	Trevor Earl	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.89
INC000000321883	Randy Hopkins	None	None	Microsoft Word			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000321895	Colby Hargis	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.04
INC000000321912	Ashley Baker	Application	Error	None			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000321938	Ashley Baker	Application	Error	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.19
INC000000321945	Rebecca Sangberg	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000321950	Nancy K Perkins	None	None	None			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000321953	Nicola Stark	None	None	None			TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000321954	Debbie Stavros	Application	Error	DWS Web			TIR Missed: No	TIR: 0.18
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.18
INC000000321963	Cory Casaril	Application	Error	Utah Works			TIR Missed: Yes	TIR: 2.58
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 2.58
INC000000321967	Julie Clark	Application	Error	Microsoft Office			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.21
INC000000321968	Patti Sellers	Application	Error	Utah Electronic Resource and E			TIR Missed: No	TIR: 0.24
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.81
INC000000321970	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000321976	Jana Kano	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR: 0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved		TTR Missed: No	TTR: 1.31

Workforce Services

INC000000321983	Kathy Link	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000321991	Alla Zilbershteyn	Application	Error	Utah Works	TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000322000	Sean Glenn	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.70
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.70
INC000000322036	Elizabeth Ross	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.28
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000322067	Jeri Uresk	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000322068	Theresa R Wheatley	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000322092	Debra Mace	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.97
INC000000322103	Vint DeGraw	Gascard	Card	Gascard	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322235	Jim Mansfield	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322237	Sheryl Nisely	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000322240	Vivian Olson	PC/Laptop	Hardware	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000322243	Debbie Garretson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.66
	Campus Networking	David Sedei	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	2.81
INC000000322251	Kathryn Levi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.78
INC000000322255	Rowena York	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.08
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.63
INC000000322262	Janet Beasley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.87
INC000000322264	Cheryl Whitney	Network	Incident	None	TIR Missed: Yes	TIR:	2.19
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.14
INC000000322284	Pamela Werner	PC/Laptop	Error	None	TIR Missed: Yes	TIR:	2.02
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	9.02

Workforce Services

INC000000322285	Josh Gregersen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.20
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000322287	Jocelyn Griffin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.17
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000322289	Laurina Schouten	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.15
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000322293	Stephanie Lemmon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000322299	Kimber Burks	Network	Incident	None	TIR Missed: No	TIR:	0.06
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.92
INC000000322306	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322310	Jackie Nielson	Application	Error	Content Manager	TIR Missed: No	TIR:	0.14
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000322318	Christopher Myers	None	None	None	TIR Missed: No	TIR:	0.86
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.90
INC000000322319	Karen Gardner	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.44
INC000000322322	Trudi B Nelson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.33
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000322347	Debra Nordfelt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.49
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000322351	Kevin Burt	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.06
Metro D North Desktop Support	Kelly Warren	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.35
INC000000322352	Andy Stewart	Application	Password	None	TIR Missed: Yes	TIR:	1.43
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.56
INC000000322370	Amy Bethel	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000322384	Chris Gordon	None	None	None	TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.71
INC000000322388	Leslie Minaya	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.34
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.44
INC000000322396	Lori Hatch	Application	Error	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46

Workforce Services

INC000000322399	Connie Laws	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	7.02
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	7.02
INC000000322402	Tina Kappos	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000322417	Melinda Bevan	None	None	None		TIR Missed:	No	TIR:	0.07
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.07
INC000000322420	David Horton	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000322423	Kandi Kutkas	Application	Error	None		TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.26
INC000000322427	Kathleen Leiker	Network	Incident	None		TIR Missed:	No	TIR:	0.04
Metro D North Desktop Support	Don Higgs	Workforce Services	High	Closed		TTR Missed:	Yes	TTR:	8.01
INC000000322427	Kathleen Leiker	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	High	Closed		TTR Missed:	Yes	TTR:	8.01
INC000000322429	Raylyn Tucker	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Campus Networking	David Sedei	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.15
INC000000322455	Karen Gardner	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	6.19
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	6.19
INC000000322460	Jamar Lee	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	
INC000000322465	Mark Allen Peterson	Network	Error	None		TIR Missed:	No	TIR:	0.42
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	2.12
INC000000322477	Todd Jorgensen	Network	Error	None		TIR Missed:	No	TIR:	0.48
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	High	Resolved		TTR Missed:	No	TTR:	2.67
INC000000322479	Cecilia Giron	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	6.56
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed:	Yes	TTR:	6.56
INC000000322480	Tamra Tyler	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.05
INC000000322489	Vilma Flores	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.24
INC000000322491	Sarah Lu	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000322498	Carolyn Davis	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	Yes	TIR:	3.74
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed:	No	TTR:	3.78

Workforce Services

INC000000322501	Deborah Servis	Application	Error	None		TIR Missed: No	TIR:	0.55
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.32
INC000000322504	Jennifer Orvin	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322509	Tracy Parrish	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	
INC000000322513	Dusty Burchett	Network	None	None		TIR Missed: No	TIR:	0.15
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000322514	Beverly Anderson	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322521	Tawnia Page	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.15
INC000000322534	Melauni Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.73
Metro A Desktop Support	Adam Staks	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.67
INC000000322549	Tammy M Cole	PC/Laptop	None	None		TIR Missed: No	TIR:	0.21
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000322567	Sterling Marx	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.65
Rural South Desktop Support	Scott Jesienouski	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000322569	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322574	Mitch Romo	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000322580	Patricia Oneil-Smith	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.71
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	5.71
INC000000322606	Mark Evans	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322624	Raylyn Tucker	None	None	None		TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000322634	Dimang Chao	None	None	None		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000322636	Brittney M Woodland	None	None	None		TIR Missed: No	TIR:	0.01
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000322640	June Grattan	None	None	None		TIR Missed: No	TIR:	0.01
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.01

Workforce Services

INC000000322641	Elizabeth Thorpe	Application	Error	DWS Web		TIR Missed: No	TIR:	0.49
	Application Support - APEX	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000322642	Ashley Baker	None	None	None		TIR Missed: No	TIR:	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000322643	Heidi Acree	None	None	None		TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000322644	Tina Kappos	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.99
INC000000322649	Janet Jolley	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322650	Shelley Long	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322651	Zana Jokic	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322653	Kathy Lahey	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322657	Tonette Shurtz	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322658	James E Hill	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322662	Linda Lundberg	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322669	Dusty Burchett	Application	Error	Content Manager		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000322700	Debbie Serrano	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000322714	Tricia Fuhriman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000322755	Kathryn Grover	Application	Password	DWS Web		TIR Missed: No	TIR:	0.21
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.91
INC000000322758	Curt Stewart	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000322779	Shane Otvos	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kelly Warren	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000322782	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322825	Kim Hathaway	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000322827	Ryan Halstenrud	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.09
INC000000322845	Mary Gehman-Smith	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322860	Kalani Huber	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.59
Application Support - EREP IA		Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000322864	Kenneth Martinez	Application	Error	Utah Works Web Site		TIR Missed: Yes	TIR:	2.47
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.47
INC000000322866	Linda Wallentine	Application	Error	None		TIR Missed: No	TIR:	0.03
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.80
INC000000322882	Valerie Argyle	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322885	Tammy M Cole	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.35
INC000000322888	Jenine Wood	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.40
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.40
INC000000322929	Jeremy Robinson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.63
Application Support - Content Mana		Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.63
INC000000322931	Terresa L Graham	Application	Error	None		TIR Missed: No	TIR:	0.22
Application Support - Content Mana		Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000322937	Betty Betham	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - Content Mana		None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322939	Olga Cooper	Application	Error	Content Manager		TIR Missed: No	TIR:	0.31
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000322940	Jode Littlepage	Application	Password	PGP		TIR Missed: No	TIR:	0.75
Metro A Desktop Support		Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.68
INC000000322942	CindaLee Hall	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - Content Mana		None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322943	Kimberly Washburn	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support - Content Mana		None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000322944	Jonathan R Fatz	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322946	Jeanne Moore	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322948	Jamar Lee	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	2.50
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.50
INC000000322950	Summer Begaye	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322955	Melanie Decker	Application	Error	None		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000322956	Carol Guymon	Application	Error	None		TIR Missed: No	TIR:	0.04
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000322990	Chris Boyadjian	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322998	Jamie Escobia	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000323010	Vanna Chav	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323011	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323032	Muris Prses	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323046	Barbara Garcia	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323060	Ashley Baker	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323069	Gerald Brown	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.18
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.22
INC000000323113	Hanh Nguyen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323122	Cami Sandoval	None	None	None		TIR Missed: No	TIR:	0.25
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.06
INC000000323127	Colby Hargis	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000323128	Leisha Brown	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.08
Application Support - UWORKS	Troy Robison		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.08
INC000000323149	Tammy M Cole	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323161	Kathy Jensen	None	None	None		TIR Missed: No	TIR:	0.71
Application Support - EFIND	Anhkim Le		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.71
INC000000323166	Joe Edman	Network	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000323168	Lori Calvert	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323171	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323173	Toni C Ansel	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Duane Hardy		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323186	Christopher Myers	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000323190	Peggy Barton	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323214	Milagros Santos	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000323245	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323247	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323248	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323249	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323254	Yvonne Krause	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00